LAND, LEGAL & PROPERTY

LAND CHARGES OFFICER

37 Hours per week permanent post
OR
2 Part Time Posts (18 ½ hour per week)

£20,660 – 24,964 per annum pro rata Plus 4% Joint Working Allowance

The Land Charges Service is looking for an enthusiastic, motivated person to join the team. Although the post is primarily within the Land Charges Team, you will be expected to carry out duties and provide support across the whole service which includes Legal, Property Facilities and Maintenance and Estates functions. The post will also be expected to carry out work for Cotswold District, West Oxfordshire and Forest of Dean District Councils. You will be required to provide both pro-active and ‘on-demand’ support and be willing to development the administration requirements, records and systems which under-pin the Service.

You will need to manage your own workload and be responsible for Legal and Estates records, monitoring and chasing of debts, Land charges searches, maintaining and updating records on the land terrier system, use of Agresso for invoicing, orders and monitoring of income plus numerous other requirements.

This post will involve liaison with tenants, landlords, Members and other services, Barristers and Court officials to name a few.

This post will be very varied and on the job training will be provided where required. The successful applicant will be expected to be educated to A-level or equivalent and have minimum 3 years’ experience in a multi-functional role.

To download an Application Form, please visit our Job Vacancies page at www.westoxon.gov.uk or alternatively email vacancies@cotswold.gov.uk.

Please return completed Application Forms to: vacancies@cotswold.gov.uk if you require further details or to discuss this role please call Michaela Salter Land Charges Manager on 01285 623149 and leave a message and Michaela will call you back.

All successful applicants will need to provide evidence of their eligibility to work in the UK. West Oxfordshire District Council is committed to equality of opportunity and welcomes applications from all sections of the community.

Closing date: 29 June 2017 5pm
Interview date: TBC
JOB DESCRIPTION

Title: Land Charges Officer
Full Time (37 hours)

Group: 2020 Partnership

Service: Land, Legal and Property Services

Grade: E

Responsible to: Land Charges Manager

Responsible for: No staff

Liaison with: Within the service area: All Staff

Within the Councils (Cotswold, West Oxfordshire and Forest of Dean District Council – The Council’s):
Strategic Directors, Heads of Service (and all other Service Areas including, but not limited to: Go Shared Services, Development Services, ICT Services, Housing Strategy, ERS

Outside the Councils:
Other Local authorities, Town and Parish Council’s, Solicitors, Land registry, Audit, estate agents and parties to property transactions, including vendors, purchasers, tenants and landlords, owners and occupiers, the general public and any other parties required in relation to the post.

Main purpose of post:
- To provide Land Charges support to the Land Charges Manager and assist all Officers within Land Legal and Property Services in administration duties.
**Main activities:**

**Land Charges (Exclusively for CDC and WODC)**

- To undertake all processes of the Total Land Charges System (TLC) relating to the Council's Land Charges local searches including: inputting of searches on TLC, accurately searching the relevant registers, collating information from Planning Section, Environmental Health, Building Control and Gloucestershire Highways and Legal Services before verifying, unsupervised, all searches and dispatching them to the solicitors of clients.

- Main purposes of post:
  - To assist the Land Charges Manager in the day-to-day running of the Local Land Charges Service within Land, Legal & Property at both Councils.
  - Ensure that the Council's Local Land Charges functions are undertaken in a professional, efficient and effective manner.
  - Execute service delivery within agreed timescales.

- Main activities:
  - Review work practices and procedures to adapt to any changes in legislation and service provision requirements.
  - Implement changes to systems software and procedures as necessary in liaison with the Uniform System Supervisor.
  - When loan working ensure turnaround guidance time is adhered to.
  - To maintain an accurate, up-to-date and well-ordered Local Land Charges Register for the Cotswold District Council area.
  - Receipt and processing of the searches of the Local Land Charges Register (form LLC1).
  - Account for registration and search fees and maintain accounts for customers, GCC, OCC, TM and NLIS fees on a daily/monthly basis.
  - Ensure adequate checks and controls are maintained in order to meet any audit requirements.
  - Review work practices and procedures to adapt to any changes in legislation and service provision requirements to ensure the Registers are kept up to date.
- Assist with the receipt and processing of searches.

- Search and investigate entries of the Development Control registers to process searches of the Register (form LLC1) in consultation with the Development Control, Building Control and Public Protection services of the Council together with Gloucestershire County Council.

- Handling sensitive information keep up to date with changes in legislation and the Council's business requirements.

- Deal with enquiries made on forms CON29R and CON29O in consultation with other services in the Council and Gloucestershire County Council and Oxfordshire County Council.

- Control the booking and maintenance of the personal search diary to ensure Front of House staff have an up-to-date record of appointments at all times.

- Assist personal search agents with their inspection of the Local Land Charges Register and Planning files.

- Liaise with members of the public and official agents by telephone, written correspondence or personally on any matter relating to the Local Land Charges service.

- Any other duties as allocated by the Joint Land Charges Manager or Head of Land Legal & Property Services to the Council.

- To assist with wok relating to the granting of AONB Consents under Section 157 of the Housing Act 1985.

- To provide a comprehensive range of administrative and business support functions for the Land Legal and Property Section.

- To undertake basic word processing, document preparation, and respond to written and email correspondence as required.

- To assist in the disposal and archiving process of confidential and non-confidential documents in line with Data Protection legislation.

- To provide administrative assistance to the Service as a whole, work to include: (but not limited to) word processing, scanning, meeting notes, compiling and collating complex documents, filing, photocopying, record keeping, dealing with less complex correspondence, making group appointments, diary management including court dates and reminder system of Notices to be served.
- To answer telephones, take messages and respond to general enquiries for the Services from other Officers, Members, the general public etc.

- To Input requisitions and log in and arrange for payment of invoices.

- To maintain and monitor group electronic inboxes and works/job requests systems and issue to relevant teams/Officers.

- Prioritise work to ensure that tight deadlines are met.

- To carry out such duties as may be allocated from time to time Land Legal and Property Services.

- To assist in the development and maintenance of the Uniform System and IDOX data filing and other such records systems as required for recording of all property assets and service data.

- To accurately input data and update records in the electronic land charges legal and property management system and spreadsheets and to retrieve data from these systems as required.

- The development and updating of template forms, standard forms and documents so that they remain up to date with legislation.

- To develop and manage the administration of all IT and non-IT systems, processes and tasks.

- To be responsible for the management and response on all Freedom of Information requests for the service as a whole. Be responsible for collating information in liaison with other Officers and for providing appropriate responses working with strict statutory compliance timescales. Keep records of requests received and responses made.

- To undertake collating and mailing duties as required

- To assist other Directorates as required from time to time, to undertake such duties of typing, clerical or administrative nature as the Principal Council may require, When required, to instruct other members of staff in the proper use of the various systems and processes.

- To ensure secure handling of confidential data and information to comply with Council policy and with the Data Protection Act.

- To provide cover when required for the other Support Officer posts to cover annual leave and sickness.
Conditions of service:

- The post is subject to one months’ notice.

- You may be required to use a car for work. The Council pays a mileage rate for any authorised use of a private car for business purposes.

- The post holder will be based at Witney but may be required to work at the Council Offices in Cirencester and Forest of Dean or at such other place of employment in the service of the Council as required.

- The post is suitable for job sharing.

- The postholder will be required to comply with the Council’s Health and Safety and Equal Opportunities Policies.
### PERSON SPECIFICATION

**Land Charges Officer**

<table>
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<tr>
<th>Requirements</th>
<th>Essential or Desirable</th>
<th>Method of Assessment</th>
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<tbody>
<tr>
<td>A Levels or equivalent professional qualification</td>
<td>Essential</td>
<td>Application/certificates</td>
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</tbody>
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### Experience

- Minimum 3 years’ experience of working in sensitive customer services role: Essential [Application/interview]
- Minimum 3 years Legal land charges or property, including bereavement services related experience: Desirable [Application/Interview]
- Experience of using Microsoft Office and Windows: Essential [Application/Interview/test]
- Experience of using Laser Forms, Uniform, TLC and Agresso/ Business world systems and case management systems, land registry portal: Desirable [Application/Interview/test]
- Knowledge and understanding of the issues and legislation affecting bereavement services: Desirable [Application/Interview]
- Knowledge and understanding of keeping of financial records and the use of related IT systems: Desirable [Application/Interview]
- Experience of dealing with Freedom of Information requests: Desirable [Application/Interview]
- Local authority experience: Desirable [Application/Interview]

### Skills

- A high level of IT skills to undertake the inputting of complex data accurately onto different systems: Essential [Application/Interview]
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<thead>
<tr>
<th>Requirement</th>
<th>Requirement Type</th>
<th>Assessment Process</th>
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<tbody>
<tr>
<td>Good written and oral communication skills</td>
<td>Essential</td>
<td>Presentation/application/interview</td>
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<tr>
<td>Experience with land terrier and geographic information systems</td>
<td>Desirable</td>
<td>Application/interview</td>
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<tr>
<td><strong>Other</strong></td>
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<tr>
<td>Proactive/self motivated</td>
<td>Essential</td>
<td>Interview/references</td>
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<td>Ability to prioritise and meet tight deadlines and manage own caseload of work</td>
<td>Essential</td>
<td>Interview/references</td>
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<td>Ability to maintain confidentiality</td>
<td>Essential</td>
<td>Interview/references</td>
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<td>A helpful, courteous manner and attitude when dealing with the public and other members of staff</td>
<td>Essential</td>
<td>Interview/references</td>
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<td>Ability to show judgement, tact discretion and initiative</td>
<td>Essential</td>
<td>Interview/references</td>
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<tr>
<td>Use of a car for business use when necessary.</td>
<td>Desirable</td>
<td>Application/interview</td>
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<tr>
<td>Experience/ability to work as part of a team</td>
<td>Essential</td>
<td>Application/interview</td>
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