

Hyndburn Borough Council

Job Description

Job Title:	Local Land Charges Officer
Post No.:	CS013
Service:	Legal & Democratic Services
Agreement:	NJC For Local Government Services
Range:	Grade 5
Other:	None

Organisational Relationships:

Reports to:	Executive Director (Legal & Democratic Services)
Supervises:	None
Coordinates with:	Other employees within the Authority, in particular Planning, Building Control Team and Environmental Health Teams; staff at HM Land Registry; solicitors, personal search companies and members of the public in respect of local land charges queries. Also, representatives of external organisations and customers.
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objective(s):

- To co-ordinate the processing of CON29 enquiries across the Council and to ensure that replies are dispatched within the response time set by the Council (currently 10 working days).
- To co-ordinate planning history information and building control history information to those conducting personal searches.
- To map and register new local land charges with HM Land Registry in accordance with their protocols and requirements, and to remove local land charge registrations when they are no longer required.

Main Duties & Responsibilities:

- 1) Registering new local land charges with HM Land Registry in an accurate and timely manner and in accordance with HM Land Registry requirements, including accurately

mapping the land affected by the land charge. Where necessary conducting research and making enquiries to determine whether the proposed local land charge meets the legal requirements for registration.

- 2) Determining whether land charges can be removed from the land charges register with the appropriate officer's consent and arranging the removal of the same from Land Registry records in a timely and accurate manner, and in accordance with HM Land Registry requirements.
- 3) Responding accurately and in a timely fashion to enquiries from HM Land Registry relating to local land charge registration and removal.
- 4) Acting as a point of contact between HM Land Registry and the Council in respect of local land charges searches, including circulating Land Registry information to relevant service area and customers, liaising with the Land Registry re IT issues etc.
- 5) Leading the Council's response to monitoring reports received from the Land Registry re the quality and / or accuracy of local land charge registrations and ensuring that any necessary remedial action is taken within Land Registry time limits (usually 10 days).
- 6) Processing CON29 enquiries received by the Council from solicitors, the public and personal search companies, including: providing information about search fees, distributing enquiries to the relevant service area for a response; chasing responses from the relevant service area when these are not provided in a timely manner; reviewing the responses received from service areas to look for possible errors or missing information, collating the Council's response to the enquiries and sending these out to the customer in a timely manner; receiving and processing search fees, including issuing receipts.
- 7) Dealing with personal searches, including: booking personal searches using the Council's booking system, accessing the Council's records to provide a planning history and a building control history, obtaining any replies required from the Environmental Health Team, collating the information required by the personal searcher, providing information about the Council's fees and keeping a record of payments received by the Council via its BACS payment system.
- 8) Identifying discrepancies between registered information and data provided by departmental colleagues in connection with CON29 enquiries or local land charges searches issued by the Land Registry and resolving these anomalies.
- 9) Dealing with queries and enquiries from customers (including solicitors, personal search companies and members of the public) relating to CON29 enquiries or local land charges searches issued by HM Land Registry and either providing an answer or arranging for an answer to be provided by the relevant service area. Responding accurately and in a timely fashion, including dealing with requests for copy documents and requests for additional information / queries about particular registrations. Also directing appropriate enquiries back to the Land Registry, including enquiries about Land Registry fees.
- 10) Providing management information in respect of the local land charges service, e.g. quarterly performance indicators, as required.
- 11) Conducting periodic reviews of local land charge registrations and taking appropriate follow up action, such as removing obsolete registrations in consultation with the relevant service area.
- 12) Keeping abreast of the law and practice of local land charges, together with the requirements of HM Land Registry relating to the mapping, registration and removal of local land charges from the register held by the Land Registry.
- 13) Maintaining lateral co-operation between the Service's various Divisions/Sections, thereby maximising the Service's overall efficiency and effectiveness.

- 14) Participating in development opportunities to ensure that all employees are employed to their full potential and within budgetary constraints.
- 15) Dealing with colleagues openly and fairly at all times and support mutual respect within teams.
- 16) To operate in accordance with Council priorities and compliance relating to Health and Safety, Equal Opportunities and Customer Care.
- 17) To undertake duties as required by line manager or the Head of Service.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.

Person Specification

Job Title: Local Land Charges Officer			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R), Proof (P)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: 5 GCSEs at grade 4 (C) or above, including Maths and English	✓		A/P
Experience: - Experience of administering local land charges searches - Experience of using a GIS or digital mapping system - Experience of dealing with the public - Experience of using Word, email and software / databases to record information - Experience of using maps	 ✓ ✓ ✓	 ✓ ✓ 	A/I A/I A/I A/I A/I
Knowledge/Skills/Abilities: - Good standard of literacy - Ability to work under pressure and to deadlines - Ability to communicate in a clear, assertive and polite manner and both verbally and in writing with officers, councillors and customers - Ability to organise and prioritise own workload - Ability to understand and extract information from maps - Ability to accept responsibility and work on own initiative - Ability to accurately extract information from records and an understanding of the importance of accuracy in respect of local land charges searches - Ability to use a range of IT applications proficiently	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		A/I A/I A/I A/I A/I A/I A/I A/I
Additional Requirements: - Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence). - A commitment to customer care and equal opportunities and an understanding of how to put these into practice. - Commitment to the principles of local democracy.	✓ ✓ ✓		R A/I A/I

Other: Willing to cover for staff absences	✓		A/I
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