

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Local Land Charges Officer
Service:	Policy and Governance
Team:	Legal Services
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Legal Business Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome

PRINCIPAL PURPOSE OF THE ROLE

- To be a member of a team of two full-time and one part-time staff dealing with searches of the Local Land Charges Register that is responsible for the day-to-day receipt, processing and issue of search certificates and replies to supplementary enquiries. Searches are made by solicitors and personal search companies when properties are being sold to identify matters such as nearby road proposals, Tree Preservation Orders, planning restrictions, etc.
- To help enable an accurate, economic, efficient and effective Legal Service and Local Land Charge for the Borough.

MAIN DUTIES AND ACCOUNTABILITIES

- To receive and log searches and to prepare replies and ensure accuracy of responses before despatch by individually checking prior to signing on behalf of the Executive Director and filing completed Search Certificates.
- To have supervisory responsibility for the self service system of Personal Searches – to search GIS, (Geographical Information Systems) e.g. Mapinfo Professional.
- Deal with any correspondence and additional enquiries arising from Searches.
- Supplying copies of agreements to solicitors when required.
- Update and maintain the Local Land Charges Register.
- Provide miscellaneous information on all properties throughout the Borough to all Council services whenever required.
- Accessing planning records to obtain all planning information relating to answering the Con29 form.
- Responsible for the quick turnaround of searches to accord with Council policy and Local Performance Indicators and monitoring the same by the provision of weekly statements to the Head of Policy and Governance, Borough Solicitor and the Legal Business Manager, so that potential backlogs can be rectified and contingency arrangements can be made.
- Attend relevant courses, conferences, meetings of Surrey Land Charges Officers and meetings of Association of Local Land Charges Officers in order to keep abreast of changes in the law and procedures affecting Local Land Charges.
- Record and supply information to the Senior Accountant regarding numbers of incoming searches and breakdown of fees received.
- To carry out any other duties which may from time to time be allocated by the Legal Business Manager, Borough Solicitor and Deputy Borough Solicitor either on a continuing or ad hoc basis.
- **Business Continuity**
Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
- **Health and Safety**
Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- The team consists of two full-time and one part-time member in the Legal Services and Local Land Charges Team.
- Local Land Charge searches 40-50 per week at present.
- Dealing with taking of payments for Land Charges/Legal Services

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- As part of the conveyancing process excessive delay to complete the transaction of searches could result in the loss of a purchase.
- Responsible for an average receivable budget in excess of £410,000 per year from the receipt of Land Charge searches.
- Responsible for signing and checking searches to ensure, as far as possible, 100% accuracy in the result, as anything less could render the Council liable to a claim for compensation.
- Dealing with the workload in the Section so as to respond to fluctuations in the volume of searches received which is generated by external factors- principally fluctuations in the property market.
- Providing a high quality service within the parameters of Council Policy and Department for Housing, Communities and Local Government (DHCLG) helping to meet target turnaround times.

PLANNING/ORGANISING/CONTROLLING

- Providing information to a range of customers, both internal and external.
- Scheduling and rotating attendance at Local Land Charges Institute meetings.

CUSTOMERS AND CONTACTS

INTERNAL

- All Waverley Services, including the Corporate Management Team, Heads of Service and service managers.

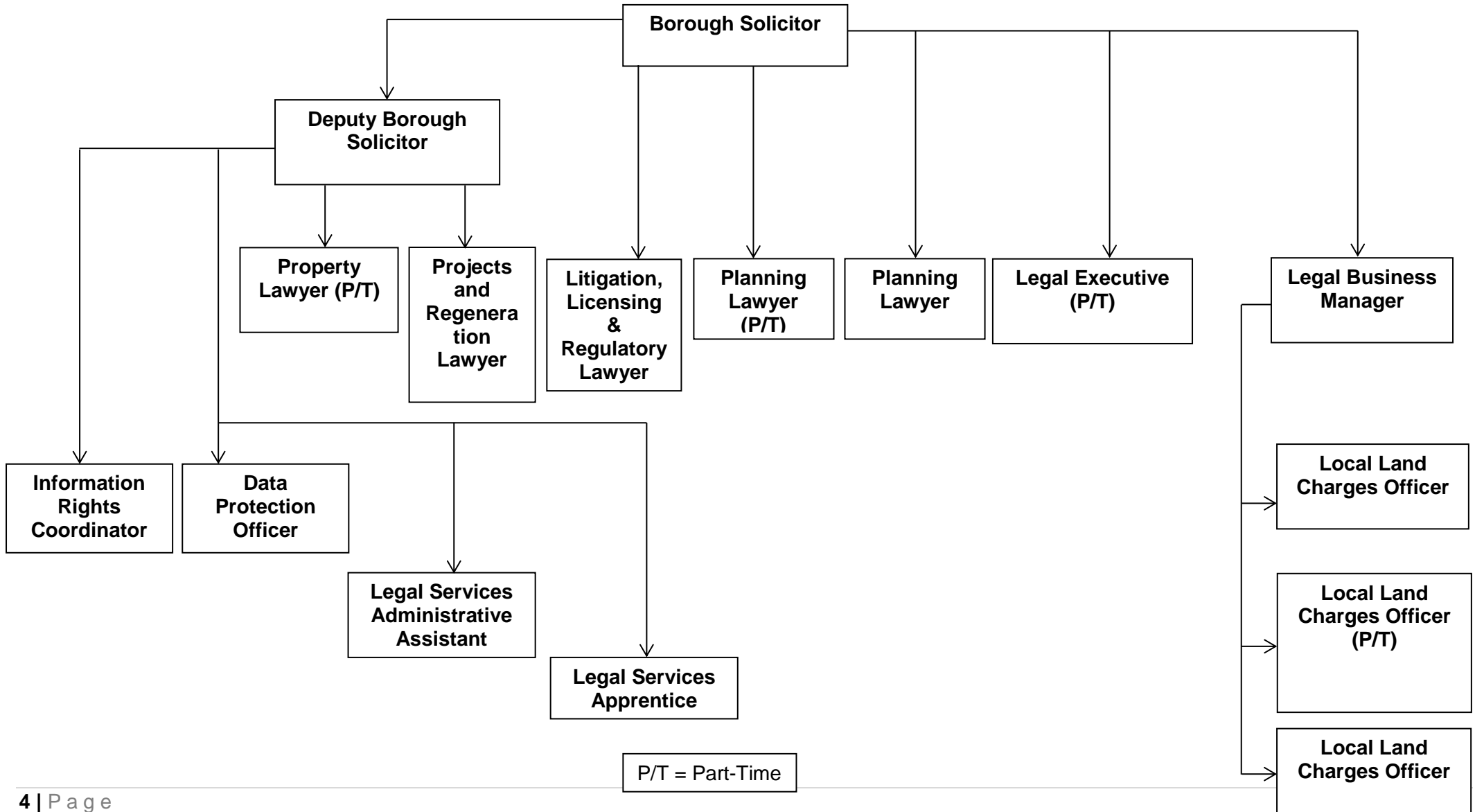
EXTERNAL

- Solicitors, applicants, Search Agents, Borough Councillors, Members of the public

SERVICE/TEAM STRUCTURE

PLEASE SEE STRUCTURE CHART ON FOLLOWING PAGE

LEGAL SERVICES TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to fully demonstrate, giving examples, all essential criteria marked as A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Education to GCSE standard or equivalent or relevant office experience.	A/C		
KNOWLEDGE / TECHNICAL SKILLS	Demonstrate competence of work experience with a computerised database.	A/I	Experience of Local Land Charges work.	A/I
	Ability to work quickly and accurately with excellent attention to detail.	A/I	A working knowledge of Local Government.	A/I
	Ability to understand and implement policy and procedures relevant to the role.	A/I	Awareness of Safeguarding.	A/I
	Basic understanding of their role in generating income through the Local Land Charges process.	A/I	Ability to troubleshoot minor IT GIS (Geographical Information Systems) problems.	A/I
	Able to demonstrate initiative in order to achieve resolutions.	A/I		

COMMUNICATION	Ability to deal and communicate with people on all levels in person and on the telephone and in writing.	A/I		
	Good interpersonal skills.	A/I		
CUSTOMER SERVICE	Understanding of and commitment to equality and diversity in service delivery and employment.	A/I		
	Committed to customer care and the provision of quality service.	A/I		
TEAM WORKING	Ability to work well in a team.	A/I		
	Ability to provide resilience within the team.	A/I		
MANAGING SELF AND OTHERS	Methodical/systematic.	A/I		
	A flexible approach to the need to vary daily tasks to achieve overall performance requirements and a willing attitude.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to work under pressure on occasion.	A/I		
	Ability to interpret accurately and act upon instructions received.	A/I		
ADDITIONAL SPECIAL REQUIREMENTS FOR THIS POST	Ability to deal with coloured documents. For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I A/I		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

For Official Use only			
Job title:	Local Land Charges Officer	Post no:	AG22
Service:	Policy & Governance	JE score:	175
Team:	Legal Services & Local Land Charges	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	37 hours per week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	<i>Ley Anderson</i>	DATE:	Aug 2019
CHECKED IN:	HR	DATE:	March 2021
LAST UPDATED:	March 2021	DATE:	