

JOB DESCRIPTION

Job Title	Senior Land Charges Officer		
Directorate	Planning		
Reporting to	Land Charges Manager		
Grade	12		
Evaluation ref:	TR0170	Job ref:	Family
Role purpose			
<p>The Senior Land Charges Officer is responsible for aiding the development of the Local Land Charges service within the Planning Directorate. This role ensures the accurate and timely processing of land charge searches, maintaining the statutory Local Land Charges Register. The officer will liaise with internal services, government departments, solicitors, and the public to provide an efficient and effective service. The role involves continual review and improvement of business processes to adapt to statutory changes and service needs. The postholder will also mentor a team, ensuring high standards of accuracy and customer service, and will be responsible for complex cases and the integrity of all registration documentation.</p>			
Responsibilities			
<ul style="list-style-type: none"> • Work to develop the Local Land Charges service to ensure efficiency and effectiveness. • Maintain the Statutory Local Land Charges Register, ensuring accuracy and timeliness. • Liaise with internal services, government departments, solicitors, and the public. • Ensure compliance with relevant legislation and council policies. • Review and improve business processes and procedures. • Mentor and supervise a Local Land Charges team. • Handle complex cases and provide expert advice. • Ensure the integrity and accuracy of all registration documentation. • Sign off Local Land Charge documentation on behalf of the Council. • Manage the processing of search applications and evaluate information sources. • Provide training and support to team members. • Develop and maintain electronic systems for data management. • Ensure customer service standards are met and maintained. • Supervise and delegate tasks to land charges officers and assistants. 			

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Impact			
Knowledge / Experience / Skills			
	Essential	Desirable	
Knowledge			
In-depth knowledge of Local Land Charges legislation and procedures	x		
Familiarity with GIS and electronic data management systems.	x		
Awareness of planning and development control processes.	x		
Understanding of customer service principles.	x		
Awareness of the geographical area of Somerset.		x	
Knowledge of council policies and procedures.		x	
Experience			
Significant experience in a Local Land Charges role.	x		
Experience in handling complex cases and providing expert advice.	x		
Experience in liaising with government departments and solicitors.	x		
Experience in using electronic data management systems.	x		
Experience in reviewing and improving business processes.		x	
Experience managing a team.		x	
Qualifications / Registrations / Certifications			
GCSEs including English, Maths & ICT or equivalent.	x		
NVQ in Local Land Charges or equivalent qualification.		x	
Relevant professional qualifications in planning or land charges		x	
Training in GIS systems and computerised records.		x	
Training in customer service.		x	
Certification in data protection and confidentiality.		x	

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Certification in GIS or data management.		x	
Skills			
Excellent organisational and time management skills.	x		
Strong attention to detail and accuracy.	x		
Proficiency in using computerised systems and GIS.	x		
Effective communication and interpersonal skills	x		
Ability to work under pressure and meet tight deadlines.	x		
Strong problem-solving and analytical skills	x		
Working Conditions			
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> • Work Hours: Standard working hours are 37 (full time). • Location: The primary work location is determined based on the team you are appointed to, with opportunities for remote work as per organisational policies. • Travel: May involve occasional travel across Somerset with some lone working (if hybrid). • Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources. • Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees. 			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			