

# JOB DESCRIPTION



**Effective Date: November 2023**

**Location: Maidstone House**

**Job Title: Local Land Charges  
Assistant – 20 hpw (1 Year FTC)**

**Grade: 4**

**Responsible to: Local Land Charges  
Supervisor**

**No. of Staff Responsible For: 0**

## **PURPOSE OF JOB**

To provide support to the Local Land Charges service, by responding to all search requests from agents and solicitors and other Local Land Charges requests on behalf of Maidstone, Swale and Tunbridge Wells Borough Councils

To be responsible for ensuring that land charge users receive a high level of service and that all performance targets are met.

## **MAIN ACCOUNTABILITIES**

1. To log all received searches, tying up payments with searches and plotting areas on the mapping systems.
2. To make sure all information provided through the Local Land Charges service is accurate.
3. To respond to queries from agents, applicants and solicitors in a timely manner, passing on queries to colleagues to handle where appropriate.
4. To liaise with external bodies, such as KCC, regarding information requested from and received from them.
5. To undertake any duties as delegated by the Supervisor. To support the Local Land Charges Officers in their duties as requested.
  - **To communicate with customer at the required level**
  - **Commitment to the Council's Strategic Plan**
  - **To undertake any training and development as required**
  - **To comply fully with the Council's Equal Opportunity Policy**
  - **To comply fully with the Council's Health and Safety at Work Policy**
  - **To assist as required in the Council's Emergency Plan**
  - **To comply fully with the Council's IT Security Policy**
  - **To undertake other duties commensurate with the grade of the post**

# PERSON SPECIFICATION

## Land Charges Assistant



Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	<ul style="list-style-type: none"> <li>➤ Educated to GCSE or equivalent standard with GCSEs in Maths and English</li> <li>➤ Knowledge of land charge rules and regulations</li> <li>➤ Awareness and/or evidence of working in an environment committed to promoting equal opportunities</li> <li>➤ Good communication skills (written and verbal) The ability to communicate clearly and effectively is essential to the role.</li> <li>➤ Excellent Customer Service skills</li> <li>➤ Excellent telephone skills</li> <li>➤ Good IT Skills (Microsoft products)</li> </ul>	Essential  Desirable  Essential  Essential  Essential Essential Essential	Application Form & Interview
Experience	<ul style="list-style-type: none"> <li>➤ Experience of working in an administrative office environment</li> <li>➤ Experience of working in a local land charges department</li> </ul>	Essential  Desirable	Application Form & Interview

## COMPETENCY PROFILE

<ul style="list-style-type: none"> <li>• Remain calm under pressure when resolving customer queries and meeting tight deadlines</li> <li>• Assertive and proactive with commitment to high standards of service delivery</li> <li>• Must be literate, numerate, well organised, flexible and self-motivated</li> <li>• Ability to work accurately under pressure, ensuring attention to detail</li> <li>• Ability to work in a challenging environment and cope with change</li> <li>• Excellent communication and interpersonal skills</li> <li>• Effective negotiating, influencing and decision making skills</li> <li>• Ability to take ownership of actions</li> <li>• Ability to plan and prioritise work in order to meet deadlines and objectives.</li> <li>• Confident and conscientious individual</li> <li>• Right first time approach</li> <li>• Awareness and commitment to promoting equal opportunities</li> </ul>
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Work Together	<ul style="list-style-type: none"> <li>• Be a team player</li> <li>• Support others</li> <li>• Communicate well</li> </ul>
Respect Everyone	<ul style="list-style-type: none"> <li>• Treat everyone fairly and with respect</li> <li>• Include everyone</li> <li>• Challenge bias</li> </ul>
Develop and Grow	<ul style="list-style-type: none"> <li>• Give and respond positively to feedback</li> <li>• Keep learning</li> </ul>

Make a Difference	<ul style="list-style-type: none"><li>• Take responsibility</li><li>• Be a problem-solver</li><li>• Be open to new ways of doing things</li></ul>
Care	<ul style="list-style-type: none"><li>• Be honest</li><li>• Provide a great service</li><li>• Take care of yourself and others</li></ul>