

<b>Designation:</b>	<b>Business Support Officer (Land &amp; Property Data)</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Hours:</b>	<b>18.5 hours per week</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>Provide Business Support</b>
<b>Responsible to:</b>	<b>Principal Land &amp; Property Data Officer</b>
<b>Responsible for:</b>	<b>N/A</b>

## KEY DUTIES

- Respond to enquiries relating to Address Management and Street Naming matters
- Update electronic address data and web pages
- Deputise for the Principal Land & Property Data Officer, including making decisions on procedural and financial matters as required
- When required, independently process and dispatch requests for Local Land Charges searches
- When required, be individually responsible for the accuracy and completeness of data compiled and dispatched in Local Land Charges searches
- When required, conduct research to produce accurate reports of development history (a task previously conducted by the Case Research Officer role)
- Be flexible to take on other appropriate duties affecting the current and future provision of the Land & Property Data Service as a whole

## SKILLS AND KNOWLEDGE

- Excellent research skills and attention to detail
- Excellent written and verbal communication skills
- Excellent Customer Service skills
- Ability to confidently liaise with all levels of Management and Officers
- Experience of administration processes and systems
- IT Literate, including use of MS Office software
- Able to manage own time and workload
- Familiarity and confidence with working with electronic mapping

## COMPLEXITY AND CREATIVITY

- Responds to queries and complaints
- Flexibility and ability to be involved in a number of projects at any one time
- Thorough approach to tasks
- Ability to exercise creativity within the general framework of recognised procedures
- Assess validity of Local Land Charges and Address Management requests

## JUDGEMENT AND DECISIONS

- Independent decision making and the ability to deal with all matters that will have a material effect on internal processes.

## CONTACTS

- Members of the Council
- Members and staff of other Local Authorities/Partner Agencies/Stakeholders
- Solicitors and Search Agents
- Property Developers
- Members of the public

## RESOURCES

- As required, responsible for the taking and processing of cash, cheques and credit/debit card payments.

## TRAVEL DESIGNATION

- HMRC Mileage rates will apply.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.

- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*

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