

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Customer Support Officer (Local Land Charges)
Service Area / Team	Customer Support
Reports to	Customer Support Team Leader
Post Number	TBC
Grade & Annual Salary	C/D (Level 1/Level 2)
Politically Restricted Post	Yes
DBS Requirement	Basic

JOB PURPOSE
The Customer Support Team delivers the above for the following areas within the council: • Housing Service (including Tenancy Management, Compliance, Major Works and Leaseholders) • Housing Allocations • Private Sector Housing • Grounds Maintenance • Burials • Local Land Charges • Parking • Licensing • Waste Services • Environmental Health & Protection • Property Services Additional responsibilities within the Customer Support Team include the Customer Access Point and the role of the Civic Wardens. Customer Support Officers will develop a range of skills, knowledge and, in some instances, specific qualifications that are required to undertake the role. Officers' grades will be reflective of their duties.

Local Land Charges – Area Specific Tasks and Responsibilities:

The Local Land Charges service provides a vital statutory function, maintaining the Local Land Charges register and processing property searches for conveyancers, businesses and residents.

- Process LLC1 and CON29 search requests accurately and within agreed performance standards.
- Maintain and update the Local Land Charges Register.
- Obtain, interpret and verify information from relevant service areas.
- Respond to enquiries from solicitors, conveyancers, search companies, residents and businesses.
- Participate in the ongoing work in relation to the migration of the register to HM Land Registry.
- Assist with service improvements and system developments.

MAIN DUTIES AND RESPONSIBILITIES

All Levels:

- To be the first point of contact for all customer enquiries and transactions, seeing requests through to completion or referring to the relevant department/officer as appropriate.
- To ensure that all enquiries and applications are processed in an efficient, accurate and professional manner in line with statutory requirements, the council's business needs, policies, objectives and service delivery objectives.
- To ensure customers are encouraged and supported to self-serve through the council's and other organisations websites.
- To maintain strict confidentiality and ensure that data protection regulations are consistently adhered to.
- To deliver a comprehensive and multi-skilled customer service with a particular focus on delivering a fast and accurate one touch service.
- To be proactive in identifying any changes to systems or processes which will improve the customer journey and/or streamline service by providing efficiencies and more robust ways of working.
- To proactively participate in any relevant cross training or upskilling to develop areas of knowledge and provide an ongoing commitment to personal development.
- Signpost customers to other organisations or agencies for assistance where relevant ie. Money Advice Service, Refer Net, National Debt Line, Citizens Advice Bureau, Kent County Council, Porchlight, Shelter etc.

- To be flexible to the needs of the team and the organisation ie providing cover for the Customer Access Point or other areas ie elections when required.
- Build and maintain effective working relationships with all staff, service areas, members and other stakeholders.
- To proactively prioritise and manage juggling different work types ie ensuring that telephone wait times are kept to a minimum whilst adhering to standards in other work.
- To share information, knowledge and best practice with other team members in order to promote an ethic of continual improvement within the team.
- To promote a positive team spirit by working well with other team members, sharing responsibility of common goals and understanding different roles and responsibilities.
- To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.
- To encourage residents to register online to vote and to respond to registration and election enquiries.
- To identify and prioritise safeguarding concerns, as per the council's safeguarding policy.
- To actively demonstrate the values and behaviours of the council.
- Respond to straightforward customer enquiries and undertake cases with sufficient understanding of the relevant service processes, regulations and legislation.

Level 2:

- Fully competent in undertaking all aspects of more complex cases independently and across all mediums.
- Train and mentor new staff in specific areas.

CORPORATE RESPONSIBILITIES

- Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.
- To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.
- To actively demonstrate the values and behaviours of the council.

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| <ul style="list-style-type: none">• To ensure our customers are valued by taking into account their views and needs in all that we do. |
| <ul style="list-style-type: none">• To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements. |
| <ul style="list-style-type: none">• To communicate openly and honestly with colleagues, members and customers. |
| <ul style="list-style-type: none">• To undergo any training necessary to be able to fulfil the requirements of the job. |
| <ul style="list-style-type: none">• To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time. |

Folkestone & Hythe District Council Person Specification

Post Title: Customer Support Officer (Local Land Charges)

Important Information for Applicants: The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential Good standard of education with a minimum of 5 GCSE's or equivalent is essential, NVQ2 Business Administration would be desirable	✓		
	Desirable Educated to A Level / NVQ Level 3 standard or equivalent.	✓		
Experience and Knowledge	Essential Recent and relevant experience in a customer services role.	✓	✓	
	Desirable Relevant experience or knowledge of Local Land Charges	✓	✓	✓
Skills and Abilities	Essential Ability to work as part of a team	✓	✓	
	Ability to operate on own initiative with minimal supervision	✓	✓	
	Excellent written and oral communication skills	✓	✓	✓
	High level of attention to detail and accuracy	✓	✓	✓
	Competent user of IT, particularly Microsoft Office	✓	✓	
	Proactive and committed to continued service and personal development	✓	✓	
	Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.	✓	✓	
	Ability to demonstrate a professional and customer orientated approach	✓	✓	
		✓	✓	

	▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels			
	Desirable			

JOB DESCRIPTION / PERSON SPECIFICATION SIGN-OFF		
Completed by	Direct line manager (name and job title)	Date:
Reviewed/Agreed by	Middle manager / Head of Service (name and job title)	Date :