

Job Description and Person Specification

Clerical Officer

Job Details	
Grade	3
Service	Legal Services, Records & Land Charges
Location	8 th Floor Friargate
Job Evaluation Code	P1042D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
To assist in the maintenance and use of the Local Land Charges Register and to provide a centralised records service to Legal Services.

Main Duties & Key Accountabilities
Undertake a full range of administrative tasks to support the work of the Records and Land Charges team.
Deal with a range of queries in a professional manner, such as telephone and email enquiries - seeking to resolve the queries by using your own judgment as to when to pass on more complex issues to the Service Coordinator and in their absence the Legal Services Practice Manager.
Use a variety of IT packages to produce documents, suggesting improvements to templates and formats as appropriate.
Understanding of Legal terminology for interpreting requests for documentation or information.
Ensuring that digital and manual filing systems are updated and maintained in excellent order.
Use and maintain information systems to provide timely information as required. Use databases and spreadsheets as appropriate.
Maintain an up-to-date knowledge of the systems used within the Service area and the corporate standards.
Undertake clerical and administrative processes associated with service specific procedures.
Operate a range of office equipment.
Receive and process Land Charge Searches and supplementary Forms of Enquiry – taking all the necessary steps required to ensure that the legal forms have been correctly completed.
Use of Ordnance Survey plans and GIS mapping system to identify and locate properties.
Liaise with other Council Directorates and collate all responses to ensure that all the Con29 questions have been answered fully and correctly prior to completing a standard form of reply as agreed with the Law Society.
Interrogate and extract the relevant information from the Local Land Charges Register.
Develop and maintain a knowledge of legislation and regulations relating to Local Land Register in order to determine registerable items.

Maintenance of electronic Local Land Charges Register – attribute accurate information and remove obsolete information as necessary.
Facilitate Personal Searches of the Local Land Charges Register.
Process income received in line with the Council financial procedures.
Responsible for recording and storage of Legal documentation (Case files, Leases, Deeds, Contract, Tree Prevention Orders, Traffic Order, Bye-laws and various agreements)
Creating of new file requests and records as appropriate.
Operate a storage and retention policy using a schedule of legally required time limits.
Sort and archive all incoming documents which are mainly based in basement areas – using relevant equipment.
Deal with requests for inspection of deeds.
Strict observance of confidentiality procedures due to the nature and contents of file held.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	<p>Members of the Public</p> <p>His Majesty's Land Registry (HMLR)</p> <p>3rd Party Solicitors and Search agents</p> <p>The National Land Information Service (NLIS)</p> <p>tmgroup</p>	Internal:	<p>Legal Services</p> <p>Planning</p> <p>Building Control</p> <p>Highways</p> <p>Public Rights of Way</p> <p>Public Safety Admin</p> <p>Adaptions</p>

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training</p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	of different IT packages and systems
Knowledge	of alphabetical and numeric index System
Knowledge	of Health and Safety in an office environment
Knowledge	of data protection implications
Knowledge	of equal opportunities in relation to service delivery
Skills And Ability	Ability to prioritise own workload to deadlines
Skills And Ability	Ability to work flexibly and respond to changing priorities
Skills And Ability	Ability to communicate and use interpersonal skills, both written and verbal to deal with variety of customers and establish a rapport with colleagues and team members
Skills And Ability	Ability to maintain confidentiality of information
Skills And Ability	Excellent organisational skills to maintain office systems and arranging viewings of documentation
Skills And Ability	Ability to copy accurately and evaluate information
Skills And Ability	Ability to retrieve, replace and lift bulky files (using kick stool, ladders and a trolley)

Skills And Ability	Ability to accept change, new ideas and be willing to be flexible
Experience	Of a wide range of clerical and administrative duties
Experience	Of using and maintaining Information Technology systems
Experience	Of dealing with a diverse range of people to handle and resolve enquiries
Qualification	Relevant office and clerical procedures
Special Requirements	Willingness to undertake training and develop knowledge and skills

Declaration			
Reviewed/Created By:	Michael Gibbs-Green		
Job Title:	Clerical Officer	Date:	25/06/2025