

Job Description: Apprentice – Land Charges

Directorate / Department	Place – Planning Service
Section / Team	Land Charges (within the Planning Service)
Job Title	Apprentice – Land Charges (IT / SQL / GIS Data)
Grade	Apprentice (as per Council apprenticeship scheme)
Contract	Fixed term (typically 18 months) with study time as required by the apprenticeship standard
Reports to	Land Charges Manager (or nominated supervisor)
Location	Hybrid (office / home) in line with service requirements

Main purpose of the job

To support the day-to-day delivery of an accurate, timely and customer-focused Local Land Charges service within a busy Local Authority Planning Service, while developing specialist digital skills. The postholder will assist with processing searches and maintaining statutory records, and will also support data improvement activity including working with spatial (GIS) and structured datasets, basic reporting and data quality checks (including SQL where appropriate), helping the service to improve accuracy, efficiency and compliance.

Key responsibilities

- Carry out duties with due regard to statutory Local Land Charges requirements, service procedures and customer service standards.
- Comply with information governance, GDPR/data protection, records management and security policies.
- Participate in supervision, appraisal and performance processes; complete mandatory training and apprenticeship learning requirements.
- Work flexibly across the Planning Service to meet operational priorities, including supporting peak workloads.
- Undertake other duties commensurate with an apprentice role, as required.
- Assist with processing Local Land Charges search requests ensuring work is accurate, complete and within agreed turnaround times.
- Support the administration of the Land Charges inbox and other communication channels; respond to routine enquiries, provide updates and signpost customers appropriately.
- Liaise with internal teams (e.g., Planning, Building Control, Environmental Health and Legal) to obtain, verify and clarify information required to answer search questions.

- File, index, name and manage digital records to agreed standards (including redaction of personal data where required).
- Support data quality, cleansing and re-capture activities for land charges-related datasets, including checking for completeness, duplicates and inconsistencies.
- Assist with maintaining links between textual records and spatial (map-based) data, ensuring charges are correctly represented and findable.
- Learn to and digitise and maintain spatial features relating to land charges (e.g., points/lines/polygons), ensuring they align with the correct extent and match the underlying register record.
- Taught to use GIS tools to locate sites and confirm boundaries (including interpreting plans where needed), escalating any uncertainty or mismatch between source plans and mapped extents.
- Carry out routine spatial data quality checks (e.g., missing geometry, overlaps/gaps, invalid shapes, incorrect attributes), and maintain a log of issues and resolutions.
- Support matching and maintaining links between spatial records and corporate address/property data (e.g., UPRN/USRN, gazetteer references) to improve search accuracy.
- Learn to produce simple map outputs (screen captures/annotated plans) to support internal queries, quality checking and audit trails, following agreed templates and redaction rules.
- Help maintain relevant GIS layers and documentation (e.g., layer descriptions, update frequency, data sources and metadata), ensuring users understand what each layer represents.
- Undertake supervised spatial analysis tasks such as basic geocoding, spatial joins and proximity checks to support data verification and reporting.
- Record and track spatial changes to charges (new/varied/cancelled) so that updates are traceable, consistent and reflected in both the register and mapping layers.
- Support spatial data preparation for any service change activity (e.g., data improvement projects, system upgrades or migrations), including extracting, checking and re-formatting spatial data under supervision.
- Produce basic performance and workload reports (e.g., volumes, turnaround times, exceptions), using agreed tools and templates.
- Once taught undertake supervised data extraction, validation and simple query work (including SQL where appropriate) to support operational reporting, reconciliation and audit checks.

Working relationships

- **Internal:** Land Charges team, Planning teams, Business Improvement, GIS, IT/Digital Services, Legal, Finance and other service areas who hold registerable information.
- **External:** Residents, solicitors/conveyancers, search agents, HM Land Registry and other Local Authorities (as required)

Equality, diversity and inclusion

The postholder is expected to demonstrate the Council's values and behaviours, treat colleagues and customers with respect, and comply with the Council's equality, diversity and inclusion policies and procedures.