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| **Title** | Land Information Officer |
| **Classification/Grade/Band** | Band 1 Level 4 |
| **Group/Unit/Section** | Corporate Services / Information & Technology / Information Services |
| **Reports to** | Land Information Lead |

**Vision**

A vibrant organisation doing great things.

**Purpose**

To provide valuable services that strengthen and support the Central Coast Community.

**Values**

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best, Be Positive and Be Safe. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of the Land Information Officer is responsible for the provision of accurate and timely land information services to Council’s internal and external customers. The Land Information Officer operates within the framework of a “One Stop Shop” for property and conveyancing-based services which are delivered in accordance with Commonwealth and NSW State Government legislation, policy, standards and guidelines.

**Key Duties and Responsibilities**

* Maintain property records within the corporate property information system to ensure the accuracy, currency, consistency and effectiveness of property information throughout the organisation. Records may include freehold & strata subdivisions, consolidations, redefinitions, suburb boundaries and new roads;
* Maintain Council’s Name and Address Register (NAR) by undertaking accurate and efficient data entry;
* Liaise with Council departments to ensure accurate and timely issue of Conveyancing Certificates and be familiar with the legislative and due diligence requirements pertaining to Conveyancing;
* Support external customer searches and land conveyancing transactions by conducting property record research and issuing various property related documents, certificates and diagrams to external customers;
* Allocation and issue of road and feature namings/re-namings; rural, urban, waterfront street addressing and suburb boundary adjustments in line with legislation, Australian standards, policies and procedures;
* Conduct regular Property and NAR system audits and confirmatory field inspections to ensure the integrity of Council’s data. Ensure identified system errors are rectified and updates generated to other integrated systems eg Electronic Document Management System, Customer Relationship Management System;
* Property record searching and plan download for Certificate of Title, dealings, plan enquiries, leases and Notice of Sale including the distribution of documents to relevant internal stakeholders;
* Preparation of Council reports and submissions, including comprehensive research, investigation and consultation;
* Provide expert advice to support Council’s internal/external customers including but not limited to knowledge transfer; problem solving access issues with Council’s on-line portal; perform relevant Land Information system testing to support IM+T system updates and outages as required;
* Work in a team environment for the delivery of all outcomes, particularly working closely with external customers, organisations, service providers, and other Units within the Council;
* Maintain an appropriate level of knowledge of Federal, State and Local government legislation, policies and procedures to facilitate the proper use of council’s Property Information System;
* Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent’s skills, training and experience.

**Authority and Accountability**

* Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council’s Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
* Policy and procedures are readily available but the Land Information Officer is required to choose the appropriate processes. Unusual problems may be referred for clarity of policy or direction
* Decisions affect the work and activities of others within the section or from a specific project team
* The work of the Land Information Officer influences the community within a specified service line through the application of technical skill or application of regulatory requirements
* The Land Information Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee’s acts or omissions.
* The Land Information Officer has little or no responsibility for budget development
* The Land Information Officer looks for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area

**Personal Attributes**

* Be adaptable, flexible and focused when dealing with change;
* Represent Council honestly, ethically, professionally and lead by example;
* Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
* Be responsive to the input of others and works to understand their perspectives.

**Interpersonal Skills**

* Listen to others and asks appropriate, respectful questions and monitors non-verbal cues and adapts behaviour accordingly;
* Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers’ needs;
* Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
* Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

**Business Enablers and Technical Skills**

* Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
* Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
* Identify issues that may impact on task completion and provides appropriate solutions;
* Understand delegations and act within authority levels;
* Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
* Support system improvement initiatives and embrace new technologies;
* Purchase under delegation and comply with procedures;
* Understand project goals, action tasks and expected outcomes and identify and escalate project variances.

**Team Work**

* Recognise and acknowledge individual/ team performance;
* Monitor and use resources responsibly to achieve team objectives;
* Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

**QUALIFICATIONS**

**Essential**

* Certificate III in Office Administration or related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development;
* Current Class C Driver Licence.

**Desirable**

* Sound knowledge of Councils processes and systems regarding land information;
* Knowledge of corporate systems such as the Property Information System and Electronic Document Management System, including but not limited to Pathway, Authority, TRIM, ECM;
* Proven ability to interpret and apply legislation eg but not limited to; Local Government Act 1993; Government Information (Public Access) Act 2009; Privacy and Personal Information Protection Act 1998; and Council’s policies.

**EXPERIENCE**

* Demonstrated knowledge of cadastral data, land titles and associated NSW property legislation, standards, procedures and practices ;
* Experience in maintaining large databases of information, specifically relating to land and property information;
* Demonstrated knowledge and high level of accuracy in relation to data entry and keyboard skills;
* Demonstrated high level communication skills including negotiation, conflict resolution and report writing skills;
* Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
* Strong customer service ethos and a demonstrated customer-centric approach to service provision.

Key Relationships

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| Internal | External |
| Section Managers/Team Leaders | Community |
| Other Council employee | Conveyancers, solicitors and other professionals |
|  | State, Federal and Local Government Agencies |