

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	HMLR Admin & Project Support	Location:	Cotswold District Council (Cirencester) (hybrid)
Department:	Business Information, Performance & Improvement	Service:	Resident Services
Reports to:	Service Designer	Working Hours:	37
Job group:	Process & Internal Support	Peer group no:	PG-C-5
Business World Post number:	880001368	Direct Reports (if applicable):	n/a
FTE Salary pro rata:	£25,223 - £27,197	Contract type:	FTC (18 months)

Main purpose of this specific role:	The Project Support Officer will provide high-quality administrative support to projects delivered in partnership with HM Land Registry.
Main requirements for this specific role:	<ul style="list-style-type: none"> • Provide day-to-day administrative and operational support to project teams. • Contribute to the effective operation of the service. • Manage the mailbox effectively and respond according to SLAs. • Track and monitor KPIs (Key Performance Indicators) relevant to the business objectives. • Gather necessary data and information to support reports and monitoring.

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	<ul style="list-style-type: none"> • Monitor project milestones and support tracking of deliverables against agreed timelines. • Coordinate meetings, including minutes, and follow-up actions. • Escalate to senior technical colleagues when necessary. • Ensure compliance with internal governance frameworks and HM Land Registry standards. • Facilitate effective communication between internal teams, suppliers, and HM Land Registry stakeholders.
Essential qualifications/skills /experience specific to this role:	<ul style="list-style-type: none"> • Qualifications equivalent to NVQ level 1 or GCSE in Maths and English • Ability to establish and maintain good working relationships • Natural and engaging style of communication • Ability to apply good judgement and query issues where appropriate • The ability to learn new skills and tasks • Good written and verbal communication skills
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Competent in using a range of technology and software packages, including Microsoft and Google
	Generic Job Profile:
Main Purpose of a role within this job group:	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> • To provide transactional services to support and assist the business function, process and service delivery • To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area

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Key Responsibilities of a role within this job group:	<ul style="list-style-type: none"> • Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed • Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures • Ensure all relevant customers and company information is captured and recorded accurately • Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required • Update and maintain internal data and records • Identify issues and escalate issues which may potentially impact service delivery • Undertake any other duties as reasonably required to do so 		
General Accountabilities:	<ul style="list-style-type: none"> • Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework 		
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel to the Cirencester office. 		
Date reviewed:	11/02/2026		
Reviewed by:	Gemma Davis		
Manager job title:	Service Designer / HMLR Project Lead		
Checked HRBP	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center;">Name</td> <td style="width: 50%; text-align: center;">Date</td> </tr> </table>	Name	Date
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