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| Position | Licensing Support Officer | |
| Contribution to Council Strategy | Providing a safe environment for residents and visitors by administering an effective licensing regime with public safety at the heart of the service. Advising and supporting businesses to achieve the necessary licensing requirements. Taking appropriate and proportionate regulatory action against those individuals and businesses that fail to comply. | |
| Grade D (currently) | Regeneration and Place Directorate | October 2020 |
| Your role delivers: | * A responsibility for providing technical and administrative support to assist the Authority in carrying out its licensing and registration functions and to the customers using the service | |
| You have these essential criteria for the role: | * GCSE Maths and English Grade C or above * Experience of working in an office environment in a service support or administrative role. * Experience and practical experience of using a variety of computer software packages, including processing, spreadsheets and databases. * Experience in working in a team and with outside organisations * Experience of working with and advising customers to find resolutions to a variety of issues * Good communication skills, so messages are delivered clearly and concisely and to provide all relevant information in a timely manner. * A strong customer care focus for both internal and external customers and to be sensitive and diplomatic * Good organisational skills with a commitment to quality and accuracy * Ability to prioritise workload where conflicting priorities are a daily challenge. * Ability to work unsupervised and act on own initiative within a team * Ability to exercise discretion and apply rules of confidentiality when processing personal or otherwise sensitive information * Ability to deal with conflict and problem solving in a tactful and professional manner and the ability to support others to do the same. * Ability to solve problems and analyse business processes, as part of a team or as an individual, to achieve the best outcome * Ability to understand financial, legal and technical information | |
| You may also have these desirable criteria for the role: | * NVQ Level 3 in Administration, Customer Services or equivalent * Willingness and commitment to undertake training and development in areas that will result in increased performance of the individual, the team and the Service * Experience of working in a regulatory and/or enforcement environment * Research skills | |
| Your role manages: | * Your own workload * Business data * Sensitive and personal data | |
| Your role impacts: | * Residents, businesses and visitors to the Borough * Other Council Services * External organisations including the Police, Medical services | |
| Your role connects you with: | * Licence applicants * Local businesses * Other council services and officers * Elected members | |
| Success in the role means: | * Ensuring the safety of the public through an effective and thorough licensing regime * Providing support to the licensing team or providing support to the Licensing Officers in their enforcement work * Sharing operational knowledge and learning with other colleagues * Duties carried out in accordance with the corporate business plan and to secure improvements in service delivery | |
| Your role regularly includes: | * Organising and undertaking administrative and support work to assist the Councils Licensing service in the delivery of the Councils statutory licensing and registration functions * Providing technical advice to customers, the public, elected members, consultees, other Council services and partner agencies on all licensing matters including enquiries, complaints, service requests and consultations. * Researching enquiries and reporting back to customers * Advising and directing customers and license holders in order to ensure compliance with legislation. * Ensuring the accurate, efficient and timely maintenance of all registers, records and statutory forms relating to licensing functions, checking compliance with relevant legislation and conditions. * Preparing and issuing licenses and associated materials * Generating renewal notices, checking applications and submitted fees. * General administrative and support duties including the raising of purchase orders, invoices and reminders, orders for stationery and taxi consumables, scanning, photocopying. * Preparation and circulation of consultation requests to statutory consultees, the public, interested parties and to receive and collate responses. * Handling and processing highly sensitive personal information relating to licence applicants including DBS and medical information, in line with data protection requirements and corporate procedures. | |
| Your key inputs into the role are: | * Processing of license applications, renewals and transfers * A commitment to working to a high level of accuracy and attention to detail * Ability to understand and work within the strict timescales laid down in licensing legislation and service standards * An ability to deal diplomatically but firmly with customers * An understanding of data protection requirements when handling personal and sensitive information | |
| Your role occasionally includes: | * Undertake any other duties as required which are commensurate with the level and nature of the post. It is the nature of the work of Havant Borough Council that responsibilities can be varied, and all staff are therefore expected to work flexibly as required to meet the needs of the function. | |
| All members of staff are required to: | * Comply with all statutory requirements and regulations, and policies and procedures of the Council within the remit of the post * Be responsible for making themselves familiar with the council's Safeguarding Policy and raising any concerns that they have with their line manager, Safeguarding Lead and the relevant external agencies * Be responsible for making themselves familiar with the Council’s health and safety policy and fulfilling any duties, responsibilities or tasks relevant to the post * Contribute to Risk Management, including Financial Management practices within the remit of the post * Comply fully with the Data Protection Act 2018 * To actively participate in both corporate and post specific learning and development activities and to continually develop skills and abilities within the role * To contribute to a work environment in which everyone is treated with dignity, respect, courtesy and fairness and where all employee behaviour is in line with the Council’s values | |
| Other role requirements: |  | |
| DBS Check | Not a requirement of the role | |
| Travel | None | |
| Politically Restricted Post | This post is not politically restricted under the Local Government and Housing Act 1989 and the Local Government Officers (Political Restrictions) Regulations 1990 | |
| Statutory Post | This post is not a statutory post under the Local Government and Housing Act 1989 and Local Government Act 1972 | |