

Northumberland County Council
JOB DESCRIPTION

Post Title:	Licensing Support Officer	Director/Service/Sector Public Health and Stronger Communities Public Protection / Public Safety		Office Use
Band:	5	Workplace: Area Office		JE ref: 3741 HRMS ref:
Responsible to: Senior Licensing Officer	Date:	Manager Level		
Job Purpose: To contribute to and support the delivery of the Licensing Service. Processing and administration of licences, including providing cover on a day to day basis to ensure customer focused service delivery during normal office hours and at times of absence or annual leave.				
Resources	Staff	None		
	Financial	Day to day responsibility for handling, collecting and receipting licence fee income. Raising invoices, chase up outstanding invoices, raising and receipting purchase orders.		
	Physical	Shared responsibility for the physical resources used by a team including equipment. Capture, input and maintain key corporate and statutory information systems.		
	Clients	Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Public, businesses, industry, elected members, local and national government bodies and other enforcement and support agencies		
Duties and key result areas: 1. Undertaking a full range of licensing duties including the maintenance of all office systems, including data management, processing of licences, permits and registrations to ensure the efficient and effective delivery of licensing functions to the required statutory standard. 2. Manufacture of taxi plates and decals ensuring accuracy of information which identifies compliance with taxi legislation. 3. Undertake consultation with internal (Public Protection and other Council departments) services and co-ordination of all responses received 4. Identify personal development needs and to act as coach and mentor to new members of staff and modern apprentices. 5. Assist with the development and amending/updating of procedures and services for licensing including the administration of a variety of licensing enquiries. 6. Contribute to the maintenance of effective management and communication systems within the Public Protection service in conjunction with senior colleagues. 7. Provide a front line service to effectively respond to and deal with routine face to face, written, telephone, electronic and personal service enquiries from members of the public, professionals and other interested parties, providing service users with information that satisfies their requirements. This to be undertaken in accordance with the service's established procedures. 8. Advise applicants, license holders and answer general queries from the public and service users 9. Facilitate taxi driver knowledge tests on a regular basis - Facilitate taxi driver knowledge tests on a weekly basis, marking test papers and informing applicants of results. 10. Maintaining appropriate statutory work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures. 11. Responsible for reviewing information received in the office. This may be of a sensitive and confidential nature including medical information, conviction/caution history, information relating to previous refusals/revocation of licences and immigration status by the completion of immigration status enquiry form to ensure their eligibility to work in the UK and the daily processing of this information in a professional and objective manner. 12. Responsible for updating the licensing online register as required and maintaining correct resources available to the public . Updating other Licensing webpages at the request of Licensing Officers, Senior Licensing Officers or Licensing Manager. 13. Support the Licensing Manager by undertaking assigned administrative projects, background research, investigations, consultations and data analysis as directed. 14. Responsible for the daily processing of fees associated with all aspects of the role including annual fees, this involves daily handling of all payment formats, receipting and updating records accordingly.				

15. To receive goods and services and process invoices for payment, in accordance with financial procedures and regulations and maintain an effective system of financial control for the team, including ordering, invoicing, purchasing and maintenance of financial records, etc in accordance with the Council's financial regulations and in consultation with the Licensing Manager.
16. Monitor and maintain adequate supplies of departmental stationery, forms, paper and consumable materials required for the production of taxi plates and re-ordering when necessary.
17. To assist in the monitoring of relevant budget headings to ensure effective spend against established targets and compliance with financial regulations.
18. Maintain statutory registers, in accordance with appropriate legislation, guidance and case law and the councils licensing software
19. To validate DBS applications which includes cross referencing of required identification documents.
20. To deal with written and personal requests for service including the provision of data to respond to Freedom of Information requests.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Some travel to work sites, premises, area offices or training venues throughout the County.
Working patterns:	Flexi-hours apply
Working conditions:	Some outdoor work required in the open in all weathers when necessary

Northumberland County Council
PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
A good standard of general education demonstrating numeracy and literacy. Demonstrates an awareness and commitment to proactive customer care. Evidence of commitment to ongoing personal development. Knowledge of the main theoretical, procedural and practical issues relating to the Public Protection service. Understands the relationship between costs, quality, customer care and performance.	Knowledge of the main operational, procedural and practical issues relating to the licensing service across Northumberland. Sound knowledge of current laws, regulations, policies, procedures, and developments in licensing. Qualification in a relevant licensing subject area	(a)
Experience		
Experience of engaging effectively with other professional staff and building productive partnerships with both internal and external staff and agencies as appropriate. Experience of working with the public and meeting deadlines Experience of working to statutory based requirements and criteria. Experience of effectively working to agreed statutory and non-statutory processes and procedures and achieving required outputs/outcomes.	Experience in engaging effectively with other licensing professionals and building productive partnerships including responding to enquires from Benefit Fraud Investigators, Inland Revenue, Customs and Excise, Fire Brigade, Police, Environmental Health Inspectors, Veterinary Surgeons and other agencies as appropriate. Experience in using Microsoft Office and related software applications. Experience in working collaboratively with Elected Members, service users and other regulators	(a) (i) (r)
Skills and competencies		
Numerate and able to prepare business related statistics. Effective IT skills and awareness of relevant software packages Ability to contribute to and propose effective strategies in pursuit of agreed goals and to make clear, informed and appropriate decisions. Ability to operate effectively within the democratic process, with the political acumen and skills to develop productive working relationships with Elected Members that command respect, trust and confidence. Models and encourages high standards of honesty, integrity, openness, and respect for others. Able to apply own initiative to overcome day-to-day operational problems applying a methodical approach to problem solving.	Skilled in the use of Microsoft Office, Licensing software packages Financial and commercial awareness, with analytical skills Ability to prepare written, verbal and other media that are rational, convincing and coherent. Negotiation skills and able to persuade others to an alternative point of view.	(i) (a) (p)
Physical, mental and emotional demands		
Works from a seated position at a desk using a PC. In good physical health, able to carry out inspections involving some physical challenge when necessary. Need to maintain general awareness with lengthy periods of enhanced concentration.		(t) (p)

Ability to work under pressure and recognise stress in self and others. Daily contact with public/members/partners in day to day work and conflict resolution. Prolonged sitting for example driving, at a desk, using a PC. Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others, for example when dealing with simultaneous requests for assistance/support arising from licensing enquiries. Emotional demands in dealing frequently with individuals in connection with licensing matters who do not exhibit normal rational behaviour or have personal problems which result in a 'request for service' and are unpredictable, unwillingness to accept alternative points of view or comprehend the implications of their actions. Emotional demands in dealing on a daily basis often with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute. Emotional demands in dealing frequently with aggressive, angry or upset persons in connection with licensing activities and other service users, or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or disturbed.		
Other A corporate orientation and a commitment to tackling issues in a non-departmental manner Personality, conduct and credibility that engages and commands the confidence of Elected Members, senior managers, staff, the public external partners and other stakeholders. Able to play a role in the development of the Licensing Services within the authority and to develop new methods of working to provide the most efficient enforcement services possible. Able to organise and make necessary travel arrangements within Northumberland to carryout or meet the needs of the service. Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.		(q) (i) (a)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits

