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| Job Title: Licensing Administration Officer | Role Profile Number: BSN139 |
| Grade: L | Date Prepared: 10 March 2021 |
| Directorate/Group: Development and Growth/Regulatory Services/Licensing Team | Reporting to: Licensing Officer |
| Structure Chart attached: | No |

Job Purpose

To provide an administrative and operational support service to the delivery of licensing services including premises licence applications and consultations, street trading licence applications, skin piercing and tattooist licence applications, animal welfare and taxi licensing functions. This is a pivotal role required to provide excellent customer service by ensuring reliable, efficient licensing services are delivered and to actively promote the services to increase revenue.

Officers will carry out a high level of technical administration for the team providing a range of day to day support tasks including:

- Manage the premises licence consultation process to ensure validation is undertaken in time, notices are issued, consultation feedback is collated and decision making timescales are met
- Undertake and manage the invoicing of licence holders and provide the Licensing Manager with monthly reports on this.
- Provide some system support for the Uniform system
- Co-ordinate responses to members hotline and customer complaints to ensure these are responded to in a timely manner
- Produce monthly performance reports for the service
- Provide administrative support to the Licensing Manager in particular in relation to licensing committee meetings, panels, ESAG and SAG meetings – this includes taking minutes when required and producing agenda’s for meetings as requested by the Licensing Manager
- Provide support to the Licensing Manager in response to monthly budget monitoring
- Issue Taxi plates when required
- Issue licenses when required
- Provide contract management support to the Licensing Manager in relation to the Taxi inspection contract

- The role will need to be flexible and adapt to delivering a wide range of activities that will change over time as the Council and service priorities change.

Key Accountabilities

- To manage all non-operational aspects of the licensing service including receipting and processing of applications, validations, consultation schedules, invoicing records and legal compliance documentation, ensuring that data is complete and up to date
- To liaise with operational managers and finance staff to ensure information for invoicing is supplied
- To provide administrative support to the service across all areas required, with a specific focus on improving processes and systems to deliver better customer experience and organisational efficiencies
- To handle and co-ordinate responses to members hotline and customer complaints to ensure these are responded to in a timely manner maintaining records and communicating with customers in an effective way
- To provide system support for the IDOX Uniform case management system including the production of reports and data quality assessments. Ensuring that data remains up to date and accurate and resolving issues as they arise. This includes controlling databases and specialist software applications used to store data records such as IDOX Uniform and JADU Citizen Portal and liaising with the contact centre, business support and operational management to ensure systems and processes are operating effectively
- To handle new customer enquires, to ensure an appropriate response is provided in liaison with operational management this includes all licensing functions including animal welfare and stray dogs
- To manage the licence application and consultation process to ensure validation is undertaken in time, notices are issued, consultation feedback is collated and decision making timescales are met
- To play a key role in planning and delivering application and annual invoicing processes including co-ordinating resources, liaising with support departments and monitoring performance to ensure effective delivery
- To produce monthly performance reports for the service
- To provide administrative support to the Licensing Manager in particular in relation to licensing committee meetings, panels, ESAG and SAG meetings – this includes taking minutes when required and producing agenda's for meetings as requested by the Licensing Manager
- To provide support to the Licensing Manager in response to monthly budget monitoring
- To support the delivery of taxi licensing services by administering and arranging knowledge and English tests undertaking supervision of these tests and documenting results and updating the case management system
- To support the delivery of taxi licensing services by making up vehicle plates and maintaining the case management records
- To monitor and manage the taxi inspection contract and keep the Licensing Manager updated on a monthly basis with the delivery of this contract (inspection numbers, costs, payments made, non-compliance matters)
- From time to time and when directed by the Licensing Manager, provide assistance with and carrying out test purchases and investigations relating to breaches of licensing regulations

- Willing to work outside normal office hours if required

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Minimum

- Intermediate IT Skills and full knowledge of Microsoft Office; aptitude to be trained in using specialist software systems such as Jada, finance and IDOX Uniform
- The ability to use computerised systems effectively to input, retrieve and analyse data and produce letters and reports
- Effective organisational skills to maintain complex processes and customer records, including the ability to work cooperatively with others to achieve strict deadlines.
- Ability to deal with customers in a complex environment dealing with difficult situations and seeking resolution
- Ability to work with minimal supervision and manage own workload
- Good verbal and written communication skills literary skills sufficient to draft concise reports and clear communications
- Good numeracy skills and the ability to understand and manage financial information skills sufficient to provide statistical data
- Training relevant to the delivery of the role will be provided
- Considerable clerical/administrative experience
- Ability to remain calm under pressure.
- Problem solving skills.

Preferred

- Experience of working in a licensing operational environment or similar
- Experience of working towards specific targets either in commercial or service delivery environment
- Experience of working in cross-functional teams.
- Evidence of ability to proactively seek ways to improve individual and service performance
- Experience of delivering quality customer services
- Knowledge of SBC customer policies and processes or experience working in a related environment
- Experience of providing administrative services in a commercial or public sector environment
- Knowledge and understanding of all licensing legislation

Qualifications

- Minimum GCSE in English and Maths
- A Level or above would be desirable
- Minimum NVQ Level 2 Certificate in the Principles of Business Administration or equivalent experience and skills
- NVQ level 3 in Business and Administration (desirable)

Decision Making

- Makes decisions regarding how to interpret and apply academic and administrative policies
- Makes a decision on when a problem needs referring to the line manager/supervisor
- Makes decisions on referring members hotline and customer complaints to the relevant officer/manager

Creativity and Innovation

- Actively identify and introduce improvements to areas of accountability
- Input into the design and development of promotional materials
- Input into the development of new processes and procedures
- Flexibility to meet the varying demands of the role

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| <u>Job Scope</u> | Budget Holder | Yes/No |
| Number and types of jobs managed <ul style="list-style-type: none">•• | Responsibility | No |
| Typical tasks supervised/allocated to others <ul style="list-style-type: none">••• | Asset Responsibility: | |

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- The role requires working with officers and managers from across the service area and therefore requires good communication skills
- The role requires communication and liaison with businesses to deliver the service and resolve any areas of operational concern
- The role requires contact with members of the public who may be aggrieved, aggressive or abusive to individuals or groups
- The role requires some external visits to make test purchases or undertake inspections as directed by the Licensing Manager
- The role requires liaison with partners at meetings and forums setting up meetings, producing agendas and taking minutes

Values and Behaviours

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name: |
| Date: | |