

Licensing Assistant (Maternity Cover)

Department	Environmental Health and Licensing
Pay Grade	G3
Responsible to	Principal Licencing Officer

Role Purpose

To assist the Licensing Officers and Principal Lead in carrying out all the Council's licensing administration duties in connection with the licensing of premises, persons and vehicles; with the aim of ensuring compliance with the provisions of all licensing regimes and associated legislation administered and enforced by the Council.

The role will also encompass elements of wider Environmental Health functions.

Role Specific Responsibilities / Accountabilities

- To provide effective and efficient administrative support specific to the functions of Licensing Act 2003, Taxi Licensing (Hackney & Private Hire), Gambling Act 2005 and other miscellaneous licensing functions administered by the Councils including street trading, scrap metal, pavement licensing, busking and charity collections.
- To receive, assess, carry out checks and examine confidential documentation as required; including right to work, DBS data, sensitive safeguarding information and medical records. Dealing efficiently with this documentation including, progressing to the Principal Officer and /or liaising with other agencies and departments where appropriate.
- To deal with enquiries, applications and the issuing and renewal of licenses and permits in accordance with current regulations and legislation, taking corrective action if necessary.
- To conduct tests for drivers prior to the issuing of licences and to carry out routine vehicle inspections, check vehicle metres and documents.
- To be the first point of contact for service enquiries and complaints from the public, applicants and licensees; to give advice and take appropriate steps, in collaboration with the team, to remedy irregularities.
- To liaise with key internal contacts / services and external bodies concerning matters relevant to the licensing functions, including but not limited to, Elected Members, Police, Highway Authority, Fire Authority and Home Office.

- To assist with the preparation of reports and attend relevant meetings preparing agendas and taking minutes as appropriate.
- To assist in the day-to-day organisation of activities and administration tasks associated with wider department projects as required to aid the project team with implementation.
- To follow the guidelines and principles of Council Policy and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Experience of office administration
- Customer service experience and skills
- Knowledge of Licensing and Environmental Health matters
- Knowledge of the Horsham District area
- Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Able to work as part of a team and on own initiative. Supporting, assisting and advising colleagues
- Competent IT user able to learn and use different packages and systems
- Good organisational and time management skills
- Working in a fast paced & busy work setting
- Able to deal with difficult situations and customers
- Educated to GCSE Level, or equivalent

Desirable Criteria

- Understanding and good working knowledge of Environmental Health & Licensing functions and associated regulation

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly