**OLDHAM COUNCIL**

**JOB DESCRIPTION**

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| **Job Title:** | Licensing Support Officer | | |
| **Directorate:** | Place & Economic Growth | **Division/Section:** | Public Protection / Licensing |
| **Grade:** | 2 | **JE Reference:** | 10035 |

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| **Job Purpose** |
| To provide support to the licensing team, covering the taxi and general licensing functions, providing advice and guidance to applicants utilising knowledge of the licensing regime and various policies. |
| **Key Tasks** |
| 1. To carry out the duties and responsibilities of a Licensing Support Officer and, for that purpose, work within the Council’s approved policies and statutory duties in relation to aspects of Licensing as required. 2. Receive and scrutinise applications made under the taxi and general licensing legislation that covers taxi and general licensing only. 3. To ensure payments are made in respect of applications where required and that payment records are linked with the application received. 4. To read and understand supporting documents relating to applications which may include, but not limited to, driving licences, passports, motor insurance, logbooks and more. And refer documents to higher level Officers for further scrutiny where required. 5. Answer queries and provide specific, tailored guidance and support to applicants, in line with adopted policies and legislation relating to taxi and general licensing only. Provide this information via email, letter, telephone and in person. 6. Process applications using the licensing database and produce accurate licences to applicants where specific criteria has been met and all checks and balances are in place. 7. Liaise with members of the public for the purpose of the role. 8. Handle sensitive information pertaining to an individual’s right to work, criminality checks and more. 9. Manage own workload and prioritise work in line with the requirements of service delivery. 10. Understand key policy information relevant to the post-holder’s role in order to complete duties in line with these. 11. Be able to input data efficiently and accurately on a range of systems and databases. 12. Carry out basic investigations into queries around applications relating to taxi and general licensing including navigating through a database and computer files. 13. To maintain the Service’s Registers both statutory and non-statutory, in computerised format. 14. To maintain records relating to licence holders under various licensing functions relevant to the role. 15. This role is a computer-based role and requires the postholder to be proficient and confident in the use of various databases, be able to navigate computer files and folders and various webpages for the processing of applications during time limited appointment windows. |

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| **Standard Duties:** | |
| 1. | To actively promote the equalities and diversity agenda in the workplace and in service delivery. |
| 2. | To uphold and implement policies and procedures of the Council, including customer care, data protection, finance, ICT, safeguarding and health & safety policies. |
| 3. | To actively engage with the behaviours and values of the Council to promote and support our Co-operative Agenda. |
| 4. | To undertake continuous professional development and to be aware of new developments, legislation, initiatives, guidelines, policies and procedures as appropriate to the role. |
| 5. | Undertake any additional duties commensurate with the level of the post. |

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| **Contacts:**  Colleagues within own team and the rest of the council, internal and external customers including the public, partner organisations, responsible authorities, elected members. |

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| Relationship To Other Posts In The Department: | |
| **Responsible to:** | Licensing Specialist Technical Support Officer & Licensing Technical Support Lead |
| **Responsible for:** | N/A |

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| **Special Conditions:**  The service operates a part-time counter service which the postholder will be expected to cover as directed.  The hours for customer service (i.e., responding to the public and processing applications/issuing licences) are between 9am to 5pm, which the postholder will be expected to deliver.  In accordance with Section 77 of the Immigration Act 2016, this post requires the ability to converse with ease with members of the public and provide advice in accurate spoken English. |

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| **Values and Behaviours:** |
| We have a clear set of values that outline how we do business. We share these Borough-wide with our residents, partners and businesses:   * **Fairness -**We will champion fairness and equality of opportunity and ensure working together brings mutual benefits and the greatest possible added value. We will enable everyone to be involved. * **Openness -**We will be open and honest in our actions and communications. We will take decisions in a transparent way and at the most local level possible. * **Responsibility -**We take responsibility for, and answer to our actions. We will encourage people to take responsibility for themselves and their actions. Mutual benefits go hand-in-hand with mutual obligations. * **Working together -**We will work together and support each other in achieving common goals, making sure the environment is in place for self-help. * **Accountability -**We recognise and act upon the impact of our actions on others and hold ourselves accountable to our stakeholders. * **Respect -**We recognise and welcome different views and treat each other with dignity and respect. * **Democracy -**We believe and act within the principles of democracy and promote these across the borough. |
| Internally we’ve translated these values into five Co-operative behaviours which outline the priority areas of focus for staff at all levels.   * Work with a Resident Focus * Support Local Leaders * Committed to the Borough * Take Ownership and Drive Change * Deliver High Performance   More information around our Values and Behaviours can be found on our Greater.Jobs pages. |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 23/08/2023 | Nicola Lord | Principal Licensing Officer |
| **Reviewed** |  |  |  |
| **Reviewed** |  |  |  |

**OLDHAM COUNCIL**

**PERSON SPECIFICATION**

**Job Title:** Licensing Support Officer

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|  | **Selection criteria**  **(Essential)** | **Selection criteria**  **(Desirable)** | **How Assessed** |
| Education & Qualifications | Sufficient literacy and numeracy to undertake the tasks and duties of the role |  | AF |
| **Experience** | Experience of working in a busy administrative role  Experience of a range of general office systems and procedures  Experience of working with members of the public, and with other agencies, including a demonstratable understanding of the concept of customer care  Experience of working in accordance with policies and implementing those in day-to-day role  Experience of working proficiently on computers including databases and navigating computer files/folders with ease | Experience of working within a regulatory role and specifically within the area of Licensing  Experience of using databases for the purpose of licensing functions  Experience of dealing with other authorities such as GMP, GMFRS as well as Elected Members | AF / I  AF / I  AF/ I  AF / I  AF/I |
| **Skills & Abilities** | Ability to work under pressure and meet deadlines  Ability to remain calm and confident when dealing with confrontational situations face to face and over the telephone  Ability to determine priorities and manage workloads in order to achieve sectional targets  Ability to communicate effectively verbally, both face to face and over the telephone, and in writing with persons at various levels  Ability to adapt quickly to change of direction and pace in line with different demands  Ability to converse with ease with members of the public and provide advice in accurate spoken English. |  | AF / I  AF / I  AF / I  AF / I  AF / I  AF / I |
| **Knowledge** | Understanding of Data Protection and the need to keep personal data secure and confidential | Knowledge of basic licensing applications and processes | AF / I |
| Work Circumstances | Available to work between the hours of 9am to 5pm Monday to Friday, in line with service delivery  Able to cover customer service counter as directed  Able to work, on occasion, outside normal office hours |  | AF / I  AF / I  AF / I |

*Abbreviations:* AF = Application Form; I = Interview; AC = Assessment Centre; T = Test

**NB. - Any candidate that meets the criteria of our** [**Guaranteed Assessment Scheme**](https://greater.jobs/content/13405/greater-manchester-guaranteed-assessment-scheme) **and meets the essential criteria of the role, will be guaranteed the first stage of assessment (whether that is an interview or another assessment, as appropriate).**

**Our Guaranteed Assessment Scheme supports candidates with disabilities, those who are aged 24 or under and have previously been in or currently in care, those that are carers, and those whose last long term substantive employer was the Armed Forces.**