

Designation:	Business Support Officer (Licensing) Temporary
Grade:	Stroud Grade 3
Hours:	37 hours per week
Location:	Council Offices, Ebley Mill, Ebley Wharf, Stroud
Job Purpose:	To provide a first point of contact for the Licensing Service, undertake the administration and processing of licences and applications and assist in the administration of the licensing functions.
Responsible to:	Licensing Manager
Responsible for:	None

KEY DUTIES

- To be proficient and provide a frontline advisory service regarding a wide range of licensing functions for applicants, licence holders, the public and colleagues in the reception, online and on the phone
- Receive applications in reception, through the post or on-line and check all information and enclosures are included.
- Receive and record payments in accordance with the Council's policies
- Raise invoices, credit notes and refunds using the Council's financial system. Check payments are accurately made and initiate action to recover outstanding debts including contacting debtors.
- Process applications in accordance with the Council's policies and/or legislative requirements and timescales
- Undertake and maintain a wide range checks in relation to suitability of applicants
- Issue non-contentious applications and refer contentious applications to an appropriate officer
- Produce plates and badges
- Prepare and process reminder letters and other correspondence relating to the renewal and maintenance of licences and permits etc
- Enter information accurately on the database and scan and record documents
- Liaise with Council officers and other agencies
- Provide business support to the licensing team
- Undertake any other appropriate tasks as instructed by the Principal Licensing Officer or Licensing Officer

SKILLS AND KNOWLEDGE

- Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires good standard of practical knowledge and skills in that area of activity.
- Excellent written and verbal communication skills and ability to use tact and diplomacy and deal with difficult customers
- Ability and flexibility to work as part of a team giving support to colleagues when and where appropriate.
- IT Literate including Microsoft Office
- Ability to manage own time and workload
- Ability to work to tight deadlines and cope with interruptions
- Ability to understand and maintain confidentiality and data protection
- Good attention to detail and ability to accurately record data

COMPLEXITY AND CREATIVITY

- Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems
- Respond to queries and complaints
- Identifies and implements improvements to established processes and procedures.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other more complex decisions being referred to the Licensing Officers.
- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.
- To have a broad knowledge of all licensing functions

CONTACTS

Contact required in respect of well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

- Licence holders and applicants
- Council Officers
- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers
- Members of the public

RESOURCES

- Responsible for the security and confidentiality of personal data
- Responsible for the taking and processing of all payment types including handling cash, cheques and card payments over the phone and on-line

TRAVEL DESIGNATION

- HMRC mileage rates

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.