

Wycombe District Council

Job Description

Designation: Technical Assistant Licensing

Post number: LEE36

Date:

Grade: 3

Job purpose

- To deliver excellent service in line with the Council's vision, values, resources, strategic and service priorities.
- To contribute to the Environmental Health Service objectives, ensuring the provision of an effective, consistent and high quality service that is responsive to customer demands.
- To provide an efficient and effective Licensing service.

Responsible to:

Licensing Team Leader

Responsible for:

The provision of an efficient and effective licensing service including taxi and private hire licensing, alcohol and entertainment licensing, charity collections, lotteries and gaming machines.

Equal Opportunities

To comply with and actively support the Council's equal opportunities policy and ensure practices are consistently applied in employment and service delivery.

Health and Safety

To have due regard to the responsibilities and duties set out in the Council's Health and Safety Policy in respect to personal and other peoples health, safety and welfare.

Partnership working

To assist in developing and maintaining effective relationships with key partners in order to deliver service objectives, including:

- Other Council employees
- Police
- Buckinghamshire County Council
- Other District and Unitary Council employees

Accountabilities

Areas of Work/Tasks

Process personal licence applications	This includes input of application details, liaison with responsible authorities, preparation of personal licences, filing of documentation. In order to process applications officers will need an understanding of the legislative requirements involved within the Licensing Act 2003. Some interpretation of the Act may be required.
Process Temporary Event Notice applications	This includes input of application details, liaison with responsible authorities, authorisation and return of Temporary Event Notices and filing of documentation. In order to process applications officers will need an understanding of the legislative requirements involved within the Licensing Act 2003. Some interpretation of the Act may be required.
Hackney Carriage/ Private Hire Vehicle applications	This includes production of plates, issuing of reminder letters, inspection of vehicles, preparation of licences, filing of documentation
Hackney Carriage/ Private Hire Driver applications	This includes enter licence details on to Uni_form, requests for further information, invigilation and marking of knowledge tests, issue reminder letters, preparation of licences, filing
To undertake support tasks related to licensing	This includes photocopying, filing, preparation of application packs, check for uncollected licences in CSC, check supplies of all stationery and consumables for taxi and PHV licensing, ensure CSC has application packs

Other Duties: To undertaken any duties commensurate with the level and expectations of this post. It is expected that the above tasks would be covered by two posts, with officers able to carry out any of the tasks within the Job Description although generally specialising within specific areas. Tasks may be varied to meet changing service requirements.

Person Specification

Technical Assistant Licensing

Qualifications	Literate and numerate 5 GCSEs/ 0 Levels including English, and maths or equivalent relevant experience
Knowledge	The awareness of licensing legislation, policies and best practice in relation to taxis and PHVs, the Licensing Act 2003 and charity collections
Experience	Experience dealing with the public with a customer care focus to service delivery, dealing with telephone enquiries and face to face
Skills and Abilities	<ul style="list-style-type: none">• Ability to prioritise workload against targets and meet deadline under supervision• Ability to communicate effectively• IT skills – familiarity with Windows or similar word processing packages• Ability to work as part of a team• Good time management and organisational skills but requiring supervision• Ability to remain calm in difficult circumstances and deal with difficult customers• Able to produce written communications• Professional approach and attitude• Customer care focus• Flexibility• Driving licence/ ability to travel within District• Prepared to work outside normal office hours when required• The ability to converse at ease with customers and provide advice in accurate spoken English is essential.

Job Context

In order to deliver a quality responsive service to the trade and public in the field of licensing and involving law enforcement it is essential to display a firm and resolute manner whilst maintaining a high level of accuracy, customer service and organisational skills.