

Person Specification

JOB TITLE: Licensing Officer

POST NO: TBC

GRADE: 7

DEPARTMENT: People & Communities

HOURS: Full Time

DIVISION: Communities and
Safety/Regulatory Services

DIRECTOR: Adrian Chapman

DATE: December 2021

COMPLETED BY: Gareth Brighton

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>E1.1 Good working knowledge of office practices and procedures.</p> <p>E1.2 Good working knowledge of Microsoft software applications.</p> <p>E1.3 A working knowledge of licensing legislation.</p>	<p>D1.1 A working knowledge of APP (Flare).</p>
SKILLS & ABILITIES	<p>The post holder must clearly demonstrate the following skills to a high standard:-</p> <p>E2.1 Ability to communicate information effectively, both orally and in writing.</p> <p>E2.2 Ability to use IT effectively.</p> <p>The post holder must clearly demonstrate the following skills to a good standard:-</p> <p>E2.3 Good use of initiative to plan, organise and prioritise own workload as well as covering workloads of colleagues during absences to ensure effective and continual service delivery.</p> <p>E2.4 Establish, maintain and continually assess the efficiency of office systems whilst working towards the development of increased IT usage.</p> <p>E2.5 Ability to communicate effectively and confidently with members, the public and professional organisations by telephone, email or face to face on and off site.</p>	

	<p>E2.6 Ability to research and transfer information accurately from one source to another and write working procedures, instructions and reports.</p> <p>E2.6 Have a flexible and diverse approach to working as part of a team dealing with tight deadlines and conflicting demands.</p> <p>E2.7 Ability to interpret and analyse data and information, and report findings.</p>	
EXPERIENCE	<p>E3.1 Working experience of general office procedures.</p> <p>E3.2 Experience of working with a range of IT applications.</p>	<p>D3.1 Experience of working in the field of licensing or regulatory services.</p> <p>D3.2 Experience of working in accordance with financial systems.</p>
QUALIFICATIONS	<p>E4.1 GCSE grade c or above in English and Maths or equivalent.</p>	<p>D4.1 Qualification such as BTEC or NVQ2 in Customer Service.</p> <p>D4.2 Licensing qualification</p>
PERSONAL CIRCUMSTANCES	<p>E5.1 Able to work unsociable hours.</p> <p>E5.2 Able to undertake training and to study for appropriate qualifications</p>	
EQUALITY	<p>E6.1 Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)</p>	
CUSTOMER CARE	<p>E7.1 Knowledge and understanding of effective customer care (A & I)</p>	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]

Version: 1	Date Issued: October 2019	Review Date: October 2020
------------	---------------------------	---------------------------