

## Person Specification

**JOB TITLE:** Licensing Officer

**POST NO:** 005498

**GRADE:** 7

**DEPARTMENT:** People & Communities

**HOURS:** Full Time

**DIVISION:** Communities and  
Safety/Regulatory Services

**DIRECTOR:** Adrian Chapman

**DATE:** October 2023

**COMPLETED BY:** Adrian Day

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<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>
<b>SKILLS &amp; ABILITIES</b>	<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>	
<b>EXPERIENCE</b>	<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>
<b>QUALIFICATIONS</b>	E4.1 GCSE grade c or above in English and Maths or equivalent.	<p>D4.1 Qualification such as BTEC or NVQ2 in Customer Service.</p> <p>D4.2 Licensing qualification</p>
<b>PERSONAL CIRCUMSTANCES</b>	<p>E5.1 Able to work unsociable hours.</p> <p>E5.2 Able to undertake training and to study for appropriate qualifications</p>	
<b>EQUALITY</b>	E6.1 Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	E7.1 Knowledge and understanding of effective customer care (A & I)	

*[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.]*

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