
Recruitment information

Job description and person specification

Your title	Technical Support Officer - Licensing (1 Year Fixed Contract)
DBS check	This post requires a basic DBS check. The aspects of this role that require this level of check are: Dealing with sensitive personal information and assisting in the collection of online payments.
Post number	New Post – to be confirmed.
Your team	Environmental Services - Licensing
You would be based	Civic Centre, High Street, Esher, Surrey, KT10 9SD.
Your line manager	Principal Licensing Officer

About the role

You will provide excellent customer service to the Licensed trade, members of the public, elected members and colleagues both within the Council and across a range of Responsible Authorities.

This frontline role requires enthusiasm and the need to be outgoing and confident. The ability to communicate clearly with customers both verbally and in writing is at the heart of the job. Processing and assessing applications and submissions to ensure they are valid is also a key area of the work. The position requires an excellent eye for detail along with the need for accuracy when checking information, all the while adhering to strict timelines.

Empathy, understanding and a strength of character are a must.

The main purpose of the role:

To provide administrative support to the Licensing Team

Specific duties and responsibilities

1. Receiving and processing service requests from the public and other agencies. Acting as the frontline service for the Licensing Team in dealing with customers both over the telephone and in person.
2. Responding effectively to service requests providing a high standard of service.
3. Operating the Services' computerised system to process all licence applications and run reports.
4. Checking, registering and processing all licence applications ensuring that technical, financial and administrative checks are completed within service deadlines.
5. Be responsible for the receipt and correct handling of money and payments in accordance with the Council's financial procedures.

6. Producing monthly licensing renewals/invoice requests and monitoring payments received.
7. Stock ordering and monitoring
8. Conducting driver knowledge tests
9. Providing general administration assistance including duties such as data entry, filing, scanning and web updates.
10. Maintaining the licensing public registers.
11. Recording, obtaining and submitting statistical information for management and government monitoring information.
12. Undertaking all the above actions in accordance with Service and Corporate procedures.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post. You should include examples where possible.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Insert title: Technical Support Officer -Licensing
Team: Licensing Team-Environmental Services

Salary:SC1 -SC5 (£19,238 - £27,843)

Post no: TBC
Hours: 36 per week
Car allowance: N/A

Qualifications and education

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
	Qualifications and Education		
1.	Min. 1 A Level grade A-C or equivalent qualification.	E	(A).
2.	Good working knowledge of Microsoft Office inc. Word, Excel, Outlook	E	(A), (I).

Experience

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)
3.	Administration Experience	E	(A), (I).
4.	Experience of working with database systems (Northgate M3 or similar) - IDOX, Skype or ability to demonstrate transferable skills and experience.	D	(A), (I).
5.	Able to manage own workloads	E	(A), (I).
6.	Handling payments	D	(A), (I).

Knowledge, skills and abilities

No.	Key requirements	Desirable/essential	To be tested by: Application1 (A) Test (T) Interview (I)

7.	Excellent communication skills, verbal and written	E	(A), (I).
8.	Focused and calm under pressure	E	(A), (I).
9.	Accuracy, attention to detail and numeracy	E	(A), (I).
10.	Data entry and word processing skills	E	(A), (I).
11.	Ability to prioritise	E	(A), (I).
12.	Ability to demonstrate initiative	E	(A), (I).

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
13.	Team worker	E	(A), (I).
14.	Confident in dealing with general public, on the telephone and in person	E	(A), (I).
15.	Effective communicator with colleagues undertaking similar role	E	(A), (I).
16.	Requirement to undertake Basic DBS application	E	(I)