
Recruitment information

Job description and person specification

Your title	Technical Support Officer - Licensing
DBS check	This post does not require a DBS check
Post number	PRN0000076
Your team	Business Support Team
You would be based	Civic Centre, High Street, Esher
Your line manager	Business Support Team Leader – Environmental Health

About the role

We are looking for someone talented, enthusiastic and committed to work in our multi-skilled Business Support Team within our Planning and Environmental Health Service.

You could be starting out in your career or in need of a new challenge, or you could have established skills providing administrative and technical support within a planning, environmental health or other local authority department. Experience of working within similar roles would be an advantage, but don't worry if you don't have experience of this as full training will be given.

We want you to be best you can be. To achieve this, we will create a bespoke learning and development plan for you, to help you increase your responsibilities within the team.

The Business Support Team support the administrative and technical aspects of our Environmental Health team; Licensing, Food and Safety and Noise and Pollution. All of these teams contribute significantly to the economic, social and environmental well-being of our residents, businesses and visitors to the Borough.

In this role you will be required to provide excellent customer service and support to all the clients we interact with, including our residents, elected Councillors and colleagues both within the council and across a range of responsible authorities, including Surrey Police and other Local Authorities.

This frontline role requires enthusiasm and a friendly, positive and supportive outlook.

The ability to communicate clearly with customers both verbally and in writing is at the heart of the job. Dealing with customer complaints and concerns as well as processing and assessing applications and submissions to ensure they are valid is also a key area of the work you will be required to do. This requires an excellent eye for detail to ensure accuracy when checking information, all the while adhering to strict timelines.

Empathy and understanding are important as we sometimes need to have difficult conversations with customers.

The main purpose of the role:

You will be part of the Business Support team responsible for delivering administrative and technical support for our Environmental Team which include Licensing, Food and Safety and Noise and Pollution.

Specific duties and responsibilities

1. Providing general administration assistance including duties such as data entry, filing, scanning and maintaining adequate supplies of specialist items
2. Receiving, checking, registering and processing service requests, payments and applications from the public and other agencies.
3. Respond effectively to enquiries or complaints in accordance with our customer service standards.
4. Processing and registering all licence applications ensuring that technical, financial and administrative checks are completed within service deadlines.
5. Conducting driver knowledge tests.
6. Producing monthly licensing renewal requests, monitoring payments received and maintaining the licensing public registers.
7. Recording information and monitoring the Health and Safety database.
8. Ensuring all Notifications of Infectious Diseases (NOIDS) are recorded and processed efficiently and discreetly.
9. Be responsible for the receipt and correct handling of money and payments in accordance with the Council's financial procedures.
10. To help maintain, update and assist in the continuous improvement of webpages and other public access media
11. Assist in the management of electronic document records and data.
12. Any other tasks that are commensurate with the role in accordance with Service and Corporate procedures.

13. To carry out duties with an appreciation of the Council's wider agenda on sustainability, Climate Change and issues that impact the local environment.

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.
- 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.

**Technical Support Officer -
Licensing**
Team: Business Support Team
**Salary: £31,084 - £36,319 pro
rata**

Post no: PRN0000076
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)
1	Evidence of having completed education and training relevant to administrative duties	D	1(A)

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Capable of delivering administrative, clerical or technical support	E	1(A)(I)
3	Experience of working in a frontline service to the public	D	1(A)(I)

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
4	Ability to use IT software packages to record data across a range of activities in an office environment	E	1(A)(I)
5	Knowledge of the administrative, clerical and technical support needs of an Environmental Health service	D	1(A)(I)
6	Broad understanding of Government guidance and procedures relevant to Licensing, Food and Safety and Noise and Pollution	D	1(A)(I)
7	Good written and oral communication	E	1(A)(I)
8	Evidence of delivering excellent customer care, including dealing with difficult customers in a calm, polite but assertive manner.	D	1(A)(I)

9	Ability to work with minimum supervision under pressure to meet deadlines/targets in changing circumstances	E	1(A)(I)
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Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
10	Energy, drive and commitment to personal development	E	1(A)(I)
11	A flexible and adaptable person, able to meet varied workload and respond to changing work pressures	E	1(A)(I)
12	Active engagement with team members to discuss processes and procedures and improve efficiency	E	1(A)(I)