

Job Description and Person Specification

Job details

Job title: Licensing Administration Service Support Officer

Grade: 2

Reports to: Licensing Administration Team Leader

Responsible for: N/A

Directorate and Service area: Place and Economy / Regulatory Services

Purpose of the job

To provide an effective and efficient delivery of licensing administration processes for North Northamptonshire Councils' licensing functions. To provide accurate and timely advice and guidance to applicants, licence holders and their representatives in accordance with all relevant licensing regulation and procedures

Principal responsibilities

1. To have good, up-to-date practical knowledge of licensing guidance, policy and local procedures and advise applicants, licence holders and wider customers about application and other administrative processes relating to the Council's licensing.
2. To check and process applications for licences, permits, registrations and notices in accordance with legislation, current policies and procedures and within statutory/locally agreed timescales.
3. To administer the consultation process for applications to include assimilation of all information and corresponding with relevant agencies and their representatives.
4. Interrogation of internal and external databases to support the maintenance of correct record keeping and document verifications, including accurate records for fees billing and supplier payments.
5. Maintaining accurate records on the licensing database in compliance with data protection legislation and with awareness of the Freedom of Information Act, as well as data retention policies and procedures.
6. Checking that correct fees are paid and receipted accurately.
7. To provide information to the licensing enforcement team, to indicate that an applicant or existing licence holder may require formal action in relation to their application or licence - flagging where a company has gone bankrupt.

8. Production and issue of reports in accordance with current service plans and agreements.
9. Supporting the production and maintenance of accurate application forms guidance, information and notices on the unit's website pages and internal licensing procedures.
10. Administer the Licensing email inbox and email queries, to determine urgency and distribute accordingly, including requests from Police, Home Office Immigration Enforcement, Trading Standards, FOI's, Subject Access Requests and unrelated subjects from Customer Services and customers.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.