



Person Specification

Job title: Licensing Administration Service Support Officer

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<ul style="list-style-type: none"> Educated to 4 GCSE's Grade C or above or equivalent standard including English and Maths. 	
Experience and Knowledge	<ul style="list-style-type: none"> Experience in an administration/customer service environment. Experience in dealing with enquiries and communicating with the public. Appreciation of need and purpose of Licensing. Computer literate in the use of Microsoft Windows applications and the Internet. Database experience. 	Ability to use Idox Uniform
Ability and Skills	<ul style="list-style-type: none"> Excellent communication and organisational skills. Ability to work to tight deadlines. Excellent Customer Service skills. Attention to detail. Ability to handle difficult situations. Ability to follow written procedures and processes. Ability to work well as a team. Self-motivated Able to prioritise work demands and pressures, including own caseload. 	
Equal Opportunities	<ul style="list-style-type: none"> Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. 	
Additional Factors		