Job Summary

Post Title	Licensing Administrator	**Pay Grade**	Grade 2
Service Area	Licensing, Regulatory Services	**Line Manager**	Administration Supervisor
Location	Main Council Offices	**Job Family**	Customer
DBS Check Required?	YES		

Section 1: Job Purpose and Job Context

As a Contact Officer you will act as the first point of contact for customers of Buckinghamshire Council's licensing services, helping to ensure that high standards of service are delivered to our customers. You will provide advice and guidance to customers in person and via telephone and email, responding to queries, processing applications and carrying out licensing administration and carrying out face to face appointments.

Section 2: Main Responsibilities and Duties

- Acting as the first point of contact for customers of Buckinghamshire Council's licensing services you will respond to enquiries and complaints received from service users by telephone email and face to face in an appropriate and timely manner, including clarifying decisions and explaining any subsequent steps.
- You will process licence applications in accordance with service performance standards and statutory requirements, collating and checking details and entering data accurately into the computer systems.
- You will prepare and send routine licensing correspondence including producing licence documentation, physical licence badges and plates.
- You will deal with all incoming and outgoing correspondence to the service and carry out other administrative tasks connected with the licensing service
- You will carry out face to face appointments with customers including face to face identity verification appointments
- You will be responsible for your own case load of applications, ensuring that the correct documentation is provided and process steps followed prior to issuing licences.

Section 3: Values and Behaviours

We expect your values and behaviours to reflect the values of the organisation:

Proud

- Perform to your best every day
- Cares about delivering the role and setting high standards
- Upholds the reputation of the service and the wider Council

Ambitious

- Ambitious to learn, develop and fulfil potential
- Ambitious to do things better
- Solution focused looking for suitable resolutions

Collaborative

- Effectively engages with others sharing ideas and solutions
- Able to look at things from different perspectives
- Happy to work with others to achieve outcomes

Trustworthy

- Accountable for actions
- Behaves professionally and to professional standards
- Quick to respond and show initiative

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and from your references.

Section 4: **Knowledge, Skills and Experience** **(taken from role profile)**	**Job Specific Examples**	**Essential**	**Desirable**
Relevant experience which demonstrates ability to undertake role.	Work in a customer facing administrative role.	✓	
Experience of working with the public in a customer facing / contact role.	Able to respond appropriately and positively to customer queries.	✓	
Demonstrates interest in and knowledge of the products / services provided	Interest in licensing and the service provided	✓	
Good customer service skills.	Communicate clearly and respond to customer queries in an accurate and timely manner.	✓	
Good communication and interpersonal skills.	Deal with telephone and face to face enquiries from customers	✓	
Literacy and numeracy skills.	Produce correspondence and licence documentation. Enter information accurately into the computer systems	✓	
Proven ability to organise and prioritise workloads and achieve deadlines.	Process and manage a workload of multiple cases and prioritise work to ensure that deadlines are met.	✓	
ICT skills including use of Microsoft applications.	Enter data into the computer systems and correspond with customers via email	✓	

Qualifications	Essential	Desirable
Educated to GCSE / NVQ 2 standard (or equivalent relevant experience)	✓	
Other Requirements	**Essential**	**Desirable**
Full UK driving license.	✓	
Where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.	✓	

This job summary is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances, in discussion with the post holder. This job summary is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and ongoing discussions with the designated manager.