

JOB DESCRIPTION



DIRECTORATE	Deputy Chief Executive
SERVICE	Environmental Services, Licensing and Community Safety
POST NUMBER	100308
JOB TITLE	Licensing / Technical Support Officer
SALARY	Local Salary Scale 4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Licensing Officer / Senior Environmental Health Officer
RESPONSIBLE FOR	No supervisory responsibility
LOCATION	The post is currently based at Bexhill or Hailsham the post holder may be required to work elsewhere either temporarily or permanently within Rother and Wealden
JOB PURPOSE	To provide technical and administration support to the Environmental Health Department
MAIN AREAS OF WORK	
1	To respond to all initial enquiries received by the Division by giving advice, sending out information to members of the public, Council Officers and Members, in accordance with written procedures. In addition, to record enquiry and complaint details and input data onto the computer system
2	To produce correspondence, reports etc. To revise templates and forms on technology logging data systems, as directed
3	Prepare and send out "standard letters" in accordance with written procedures. To keep records of "standard letters" sent out and the replies received
4	To monitor and take action with regard to notifiable diseases
5	To produce health certificates and invoice
6	To provide general administrative support for the service, including when required: registering and distributing the post and e-mails, maintaining staff absence records (leave and sickness), recording and transferring cheques to Finance, producing financial orders and processing the payments of invoices, producing invoices, producing statistical reports using appropriate IT systems, maintaining paper and electronic filing systems, responding to land search enquiries for the service in accordance with written procedures
7	To interview taxi licensing and other licensing applicants at the office, checking and processing applications to approval stage. Including carrying out knowledge and English language proficiency tests.
8	To give advice to licensing applicants to assist in efficient processing of applications.
9	Using technology data systems to input inspection data and to process the full range of licensing applications, including alcohol (including Temporary Event Notices), gambling and taxi licensing. To check applications are correct before

	imputing the data and to raise any queries with a Senior Officer. To produce final licences, plates and badges for authorisation by a Senior Officer
10	To provide business support to Officers working in relation to the improvement of private sector housing, HMO licensing and Homeless Reduction Inspections etc, including providing advice to tenants
11	To carry out administrative and financial tasks associated with carrying welfare burials. To assist in the searching of deceased persons premises for documents and valuables.
12	To assist investigating officers by preparing preliminary reports on investigations, including producing maps, and obtaining occupation and ownership information.
13	To assist the Systems Supervisor in the management of the data systems for the Service, principally Northgate M3.
14	To assist the Systems Supervisor in responding to FOI requests.
15	To co-operate with Managers in implementing the Council's Health and Safety Policy. The responsibilities of staff are set out in the Council's Health and Safety Manual
16	To assist the Council during emergencies by working at rest centres and control rooms, but only undertaking work which the post holder is competent to do so
17	To undertake any other duties for which the post holder is competent which the Head of Service considers necessary for the effective and efficient delivery of the Council's services

PERSON SPECIFICATION



POST TITLE	Licensing / Technical Support Officer		
DIRECTORATE	Deputy Chief Executive		
SERVICE	Environmental Services, Licensing and Community Safety		
POST GRADE	Local Salary Scale S4		
		Essential	Desirable
Qualifications			
At least to GCSE level in English and Maths grade C or grade 4		X	
Level 3 qualification (A levels)		X	
Experience			
At least two years office experience preferable in a customer focused environment		X	
Computerised systems		X	
Skills and Abilities			
Excellent skills in verbal and numerical reasoning		X	
Clear written and verbal communication		X	
Time management		X	
Able to deal with members of the public in an assertive, courteous and efficient manner		X	
To work under pressure, to deal with unforeseen and urgent demands		X	
To work as part of team		X	
Demonstrable computer literacy		X	
Good keyboard skills		X	
Training			
Indication of willingness to undertake training on computer systems, customer care, licensing legislation etc.		X	
Knowledge			
General environmental health issues or willingness to learn			X
General office administration		X	

August 2019