



Post title	Licensing Assistant
Division / Section	Housing and Regulatory Services / Regulatory Services
Department	Place
Responsible To	Licensing Team Leader
Number of post holders	6
Acting up/ Secondment	This post does not relate to an acting up or seconded post

Purpose of Job

Assist in the delivery of high quality, customer focused outcomes in relation to the Licensing function on behalf of the City of Edinburgh Council. In particular this will be achieved by facilitating an accurate, timely and efficient administrative and business service.

Responsible for ensuring that they operate in accordance with all relevant legislation and follow all Licensing policies and procedures.

Major Tasks/Job Activities

Processing a large caseload of licence applications, assessing statutory requirements and customer feedback, to ensure licences are issued in a safe and compliant manner.

Customer communication, correspondence liaison regarding enquiries, applications, complaints and support

Provide advice, assistance or guidance for individuals/businesses/general public on all issues regarding Taxi, Civic, Liquor or Houses of Multiple Occupation licensing.

Will assist with preparations for meetings, Licensing Sub-Committee, Regulatory Committee and the Licensing Board and co-ordinate/distribute papers in advance. Attend meetings and prepare actions, notes/minutes and follow-on actions and ensure all documentation is provided.

Will provide an excellent level of customer service.

Handle confidential information with appropriate sensitivity, seeking advice or escalating more complex licensing issues as appropriate.

Assist in contacting customers seeking clarification, information or updating the applicant/consultee on application progress. The corresponding action and information will then be updated on the system.

Order goods and services as required using Council and other purchasing systems, as required e.g. Oracle.

Maintain record files as appropriate, including use of on-site and off-site storage facilities in accordance with guidelines.

Monitor complaints, ensuring they are responded to in line with the Council's complaints procedure.

Undertake project and development work in line with agreed objectives and deadlines.

Supervision and Management of People (Numbers and type of staff)

None

Creativity and Innovation

May deploy creative solution skills to a task to achieve the agreed outcome.

Ability to implement best practice to develop and improve the business support provided to the Team.

Ability to adapt to changing procedures and policies across the breadth of work. The post holder must be able to contribute to the development of the service.

Contacts and Relationships

Will have day to day contact with customers and staff

Will at certain times have contact with customers who can be challenging, and the post holder will be required to resolve conflict, negotiate and suggest alternatives in order to deliver the Council's objectives.

Will be facilitating customer licence applications, enquiries or complaints ensuring the customers' experience is a positive one.

Decisions (Discretion)

Expected to carry out their duties with limited supervision, consulting a team leader or Licensing Manager for non-routine work or specialist guidance as required.

Use their initiative to reprioritise as circumstances change, and must decide when problems or decisions should be referred to the relevant officer, therefore they must be able to use their licensing knowledge to make decisions.

Would normally be expected to refer for guidance and direction any decision that may be complex or unusual.

Decisions (Consequences)

Has allocated specific Licensing tasks which must be undertaken to ensure the efficient and effective delivery of the Licensing service.

Responding appropriately and effectively, within a framework of statutory and service led deadlines, to ensure a high level of service provision to customers.

Will need to exercise judgement in prioritising tasks in order to meet specific licensing deadlines.

Resources

Responsible for equipment and materials associated with the post and those required by the service area. This includes cheque handling, petty cash etc. These resources would amount to between £200 - £2,000.

Environment – Work Demands

The main demands on the post holder will normally be constant, but will include peak demands dictated by policy, seasonality or project work.

Plan, prioritise and arrange tasks to ensure completion of daily workloads. Manage own time effectively, and possess organisational skills to balance the competing demands of the job. Requirement to reprioritise work on a daily basis and manage workload.

Environment – Physical

May be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

May be exposed to some adverse working conditions, these will be predominantly within the range of normal office based activities.

Environment – Work Context

Contact with customers who can be challenging. Public Contact 50%. Will be required to resolve conflict, negotiate and suggest alternatives in order to deliver the Council's objectives.

Care should be exercised in the prolonged use of ICT equipment, in accordance with the Council's policy and guidelines.

Knowledge and Skills

Will be required to successfully undertake and pass Customer Service Professional Certificate level at SCQF level 6.

Will be willing to work towards licensing Paralegal qualification (equivalent to SVQ 4).

Knowledge of a wide range of IT systems.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).