

Person Specification

Position Title	Licensing Officer
Division / Section	Housing and Regulatory Services / Regulatory Services
Service Area	Place
Responsible To	Licensing Team Leader

Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> • Must hold or be prepared to pass Licensing paralegal qualification 	Essential
	<ul style="list-style-type: none"> • Comprehensive knowledge of licensing legislation and system 	Essential
	<ul style="list-style-type: none"> • Will be required to have knowledge and skills in business administration, customer care and/or other business related discipline at SVQ Level 3. 	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

KNOWLEDGE AND SKILLS

- Experience of providing a high level support service to diverse service areas and external customers in order to create first class customer experience. Essential
- Excellent organisational, interpersonal and communication skills with the ability to produce high quality work under pressure, prioritising workload to tight deadlines and ability to work with a conflicting workload. Essential
- Ability to demonstrate analytical, problem-solving skills and the ability to assimilate and effectively communicate complex information to all levels of staff and in particular when overturning decisions previously made. Essential
- Ability to adapt to changing procedures and policies across the breadth of work, contributing to the development of the service identifying and suggesting service improvements. Essential
- Service delivery to customers by investigating concerns/issues/complaints developing and implementing workable solutions. Essential
- Ability to demonstrate effective communications to a wide range of audiences including situations where acceptance is sought for difficult messages, and where a diverse range of views are held. Essential
- Drive, support and deliver innovative systems and procedures that enhance the effectiveness, efficiency and value for money of the service. Ensure that services are efficient and high performing with a clear customer focus. Essential
- Have an awareness of legislative changes and implement policy requirements and ensure the policy objectives are complied with. On occasion some of these issues may be complex or contentious. Essential
- In relation to customer satisfaction actively encourage and deliver cultural change, ongoing service improvements and create a climate of excellence to achieve customer satisfaction. Essential
- Champion the Council's, Department's and Division's image and services in a positive manner both personally and professionally. Essential

- Identify areas for improvement bringing forward practical new ideas/policy proposals/ projects which are capable of implementation. Essential
- Plan, organise and set priorities for their day to day work, including managing their overall workload to ensure agreed deadlines are met. Essential
- Give presentations internally to staff and externally to a variety of stakeholders at all levels. Desirable
- Respond positively to change that directly impacts on the service provided by the team as a whole, demonstrating a willingness to adopt new practices and procedures and support the change process. Essential
- Take an active role in the review and creation of new work procedures and practises in the team as a whole following Policy approval at Committee. This will involve identifying impact on Licensing customers, staff and stakeholders. Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

- Customer focused**
- Delivers high quality services to both internal and external customers/clients. Proactively identifies customer's/client's future requirements and constantly strives to enhance service delivery.
 - Promotes the importance of quality customer/client services within the team and aims to exceed customer/client expectations
 - Identifies opportunities to improve the way the team delivers customer/client services
 - Ensures teams correctly identify customer/client needs and provide satisfactory solutions
 - Takes personal responsibility to manage customer/client relationships
 - Implements service improvements
 - Monitors quality of service

Works Effectively with others

- Builds consensus, support and commitment within the team around key organisational objectives. Treats others respectfully and encourages diversity.
- Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- Identifies with and has a shared commitment to achieving team objectives
- Shares knowledge and information with others
- Thanks others for their contribution and efforts
- Fosters good working relationships within teams in own department
- Actively seeks others input and values their contributions

Managing change

- Initiates and drives the pace of change and supports others in working through change
- Reacts positively to change
- Is flexible and adapts plans in response to change
- Prepares and supports team members during periods of change
- Constructively challenges current thinking and procedures and offers alternative solutions
- Gains acceptance of necessary changes by communicating their benefits with convictions and enthusiasm

Taking Ownership and Responsibility

- Takes responsibility for own behaviour. Seeks feedback and takes positive action in response. Takes responsibility for supporting corporate values
- Takes the initiative to start activities or actions
- Recognises when a decision is needed and commits to act
- Is proactive, acts quickly to address current issues
- Seeks feedback and takes appropriate action
- Takes responsibility for personal development
- Modifies own behaviour to influence different situations

Communicating Effectively

- Communicates accurate information with complete conviction and clarity. Confidently uses a variety of communication methods and styles appropriate to audience.
- Uses positive, appropriate language in all situations
- Communicates clearly and concisely to influence others
- Uses interpersonal skills to have a positive impact in meetings
- Keeps written messages simple

Planning and Decision Making

- Translates strategy into specific plans to deliver outstanding results. Makes sound decisions based on evaluations of options and their risks
- Regularly monitors progress and takes corrective action to ensure priorities are met
- Gathers information from several readily available sources
- Considers information objectively to establish logical options and generate solutions
- Considers options and risks before making a decision
- Determines resources and co-ordinates work logically to ensure tasks are completed effectively