**Job Description**

**Post Title** **SUPPORT OFFICER – LICENSING**

**Role Profile**  Support Officer – Licensing

**Service/Team** Public Protection

**Reports to** Technical Support Team Manager

**Post number** 110399

**Career Grade** Specialist band F

**My job helps to ensure our licensing function is delivered in a professional and timely fashion to protect public safety and secure compliance with legislative standards. This contributes to the wider work of the directorate which improves and supports the quality of life for the people of Bournemouth, Christchurch and Poole.**

**Job Overview**

To provide a comprehensive support service which includes management of team email boxes, uploading complaints and applications on the case management system. You will be required to respond to phone calls and provide advice and support commensurate with the role.

You will be required to process some applications within set deadlines and support other team members as necessary.

You will need to be confident in managing a busy workload together with periods of high volume of work at some periods throughout the year.

**Key Responsibilities**

* Respond to requests, queries and complaints received relating to the work of the Service Unit, dealing with members of the public, Councilors, colleagues, businesses, contractors and outside agencies, referring to databases and record systems as necessary.
* Provide correct and relevant information, guidance and advice and resolve issues where appropriate.
* Use, update and maintain record systems to ensure documentation and relevant records exist ensuring accuracy and security of information.
* Prepare and produce certificates, notices, statements, letters, reports, licenses and other documents as required including the use of ID card machine.
* Process incoming and outgoing mail.
* Develop effective working relationships with colleagues and to work towards continuous improvements in all aspects of service provision.
* Prioritise and order own work on a daily basis to achieve completion of personal and group tasks.
* Complete routine and ad hoc administrative tasks, as directed, to the required standard and within the prescribed timescale.
* Undertake personal training and development activities necessary for the duties of the post.
* Adapt to, and contribute to, new working practices.
* Interchange tasks of a similar level with other members of staff in the Unit as required.

**Specific Qualifications and Experience**

* At least 4 GCSEs including English and Maths grade C or above or equivalent
* Proven competence and experience in business administration and finance within an office environment
* Excellent communication skills including telephone, face to face, and written
* Ability to develop a professional rapport and maintain effective working relationships
* Good IT skills including the Microsoft Office package

**Personal Qualities & Attributes**

* Good interpersonal and communication skills; emotional intelligence
* Self-motivated and self-reliant with excellent teamworking skills
* High level of resilience and calm under pressure
* Excellent oral, written and presentational skills and commitment to quality output and outcomes
* Negotiation and decision-making skills
* An ability to find positive and practical solutions to problems
* Attention to detail and ability to deliver work to tight deadlines and be flexible in managing workloads
* Ability to work flexibly within a team, with ability to use own initiative and without direct supervision

**Job Requirements**

* Post holder may be required to travel between locations

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post