**JOB DESCRIPTION**

**REGENERATION & NEIGHBOURHOODS DEPARTMENT**

**JOB TITLE:** SUPPORT OFFICER (LICENSING)

**DIVISION:** PUBLIC PROTECTION

**GRADE:** BAND 7

**RESPONSIBLE TO:** ADMIN TEAM LEADER

**POST REFERENCE:**  105233

**Purpose of Post**

Provide general administrative and clerical support and assist in working towards the objectives of the Service/Directorate. Provide general support to a project or task, which may include the creation of basic management information systems, and financial monitoring transactions. At this level, jobholders will be expected to organise their own workload and address, independently, a broad range of queries using local policy, procedure and protocol.

**Key Relationships**

The post holder will work as part of the Licensing Service which is responsible for the administration and enforcement of a wide range of licensing functions including taxi drivers, taxi vehicles, the Licensing Act 2003, Gambling Act 2005, street trading and many others.

**Main Duties and Responsibilities**

**Service Remit**

1. **To provide general administrative support relating to the service area. You will:**

* Assist in the day-to-day organisation and provision of clerical and administrative services
* Maintain records, organise meetings, make room and travel bookings, maintain office systems and diaries.
* Use initiative to organise the time and diaries of more senior staff following general instructions and guidance.
* Undertake research and gather information to assist informed decision making. Provide analysis and evaluation of data/information and produce reports/information using appropriate software
* Ensure that office equipment, stationery and other office consumables (including basic maintenance) are ordered in accordance with purchasing procedures.
* Respond to and answer queries from the public and HBC Departments through being able to interpretatively apply local procedures and protocols to the queries received.
* Undertake data-inputting, word processing and other IT based tasks as well as the management of computerised and manual record/information systems.
* Assist senior colleagues in planning, development, design, organisation and monitoring of support systems, procedures specific to the service area
* Undertake reception duties as necessary.
* Password protect and/or take special measures to safeguard the confidentiality of HBC’s information. Be responsible for locking away confidential data. Ensure HBC held information is provided only to approved and/or appropriate persons.
* Operate, and, on occasion, demonstrate to junior colleagues, specific ICT software packages e.g. word processing packages, databases, spreadsheets, specialist and bespoke software.
* Complete and submit monitoring forms, returns etc. including those to external bodies.
* Maintain a working knowledge of pertinent legislation in the service area

1. **To provide support in specialist duties that could be associated with this post.**

The following list highlights some of the specialist duties that could be associated with a post operating at this level. Note, it may only be necessary for employees assigned to this level to undertake some of these duties.

* 1. Handling and reconciliation of petty cash, processing of orders, invoices (incoming and outgoing), processing of creditor payments, raising debtors accounts in accordance with financial regulations
  2. Assist with promotion and marketing activities
  3. Monitor and manage stock within an agreed budget, cataloguing resources and undertaking audits
  4. Mentor, monitor and support other clerical and administrative staff.
  5. When required, deputise for more senior colleagues through allocation of tasks to the administration team and checking to ensure tasks are completed to the required standards.
  6. Provide financial information in an appropriate manner to allow senior colleagues to undertake financial planning and decision making
  7. Regularly demonstrate to junior colleagues and other areas of HBC, specific ICT software packages e.g. word processing packages, databases, spreadsheets, specialist and bespoke software
  8. Develop small scale administration systems using Microsoft Office packages for other colleagues/HBC sections/departments to use
  9. Provide advice to the public with regard to statutory regulations

**3. All employees have a responsibility of care for their own and others’ health and safety.**

**Specific Duties Relating to the Post**

1. Provide administrative support for licensing services, ensuring all legislative, policy and procedural frameworks in place are followed.
2. Provide accurate advice and guidance to customers of the service, particularly taxi drivers and other licence holders.
3. Assist in the provision of clerical and administrative support to licensing group meetings where required, including the taking of minutes.
4. Ensure team members make best use of bespoke IT systems available, including the APP system.
5. Assist the Team Leader in the review, re-engineering and re-design of processes to increase the efficiency and effectiveness of services provided by the team.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: November 2019

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**