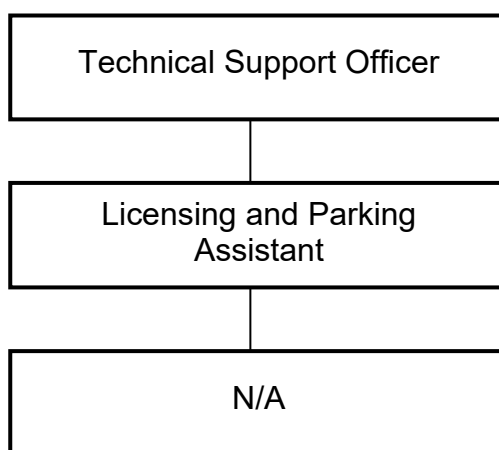




Job Description & Person Specification

Post Title	Licensing & Parking Assistant				
JE Reference	W95	Grade	C+	SCP Range	16 - 18

Reporting line:



Job Purpose:

To provide administrative support in relation to licensing and car parking functions.

Relationships:

Accountable to: Technical Support Officer

Accountable for: N/A

General Contacts: To maintain productive working relationships with staff at all levels

Key duties and responsibilities:

1. To work to service plans, objectives and priorities formulated for the Directorate and legislative requirements.
2. To ensure applications in relation to licences, permits, registrations and other authorisations such as the Blue Badge Scheme are processed in accordance with legislation, regulations and the Council's Standard Operating Procedure.
3. To have responsibility for processing penalty notices in relation to parking contraventions.

4. To have responsibility for validating licence applications at the direction of the Licensing and Parking Manager.
 5. To have responsibility for collecting cash in relation to application fees and penalty charge notices.
 6. To be responsible for general reception duties either by telephone or in person.
 7. To be responsible for all general administrative duties such as filing, monitoring the section's email and fax communication systems.
 8. Any other duties and responsibilities deemed necessary by the Licensing and Parking Manager.
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General/Corporate Responsibilities:

1. To undertake such duties as may be commensurate with the seniority of the post
 2. To ensure that the Council's corporate Health & Safety policy is followed and training is undertaken in all pertinent health and safety procedures
 3. To partake in the Council's and Directorate's staff training and development policies as well as the Council's system of performance appraisal
 4. To treat all information gathered for the Council and Directorate, either electronically or manually, in a confidential manner
 5. All employees are required to demonstrate a commitment when carrying out their duties which promotes and values diversity and the equality of opportunity in relation to employees and service users which is in line with the Council's Equality & Diversity Policy.
 6. To be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of Corporate and Service objectives
 7. To ensure the highest standards of customer care are met at all times
 8. To ensure the principles of Value for Money in service delivery is fundamental in all aspects of involvement with internal and external customers
 9. To ensure that the highest standards of data quality are achieved and maintained for the collection, management and use of data.
 10. To positively promote the welfare of children, young people, and vulnerable adults and ensure that it is recognised that Safeguarding is everyone's responsibility; and to engage in appropriate training and development opportunities which enhance an individual's knowledge and skill in responding to children, young people and vulnerable adults who may be in need of safeguarding.
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POST TITLE	GRADE
Licensing and Parking Assistant	C+

NOTE TO APPLICANTS

Whilst all points on the specification are important, those listed in the essential column are the key requirements. You should pay particular attention to those points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

CRITERIA	NECESSARY REQUIREMENTS		* M.O.A.
	Essential	Desirable	
EXPERIENCE	<ul style="list-style-type: none"> • Experience processing licensing or parking applications • Experience of IT applications and general clerical systems • Dealing with members of the public • IT applications 		A, I
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Capable of good relationships. • Able to cope with difficult customers both on the phone and face to face • Good written and verbal communications 		A, I
EDUCATION/ QUALIFICATIONS/ KNOWLEDGE	<ul style="list-style-type: none"> • Literacy and numeracy skills to GCSE standard or above • IT qualification such as CLAIT, IBT, ECDL 		A, I, C
OTHER REQUIREMENTS	<ul style="list-style-type: none"> • Flexible approach to work by responding to the needs of the services including, at times, requirements to work beyond normal working hours • Commitment to own continuous personal and professional development 	<ul style="list-style-type: none"> • Evidence of own continuous personal and professional development 	A, I, C

	<ul style="list-style-type: none"> Strong team player, committed to an ethos of continuous improvement 		
COMMITMENT TO EQUAL OPPORTUNITIES	<ul style="list-style-type: none"> Commitment to equal opportunities and the ability to recognise the needs of different service users 	<ul style="list-style-type: none"> Evidence of having completed training in equality and diversity awareness 	A,I
COMMITMENT TO SERVICE DELIVERY/ CUSTOMER CARE	<ul style="list-style-type: none"> Commitment to provide a customer-focussed service 	<ul style="list-style-type: none"> Evidence of surpassing customer expectations or service targets / goals 	A,I

METHOD OF ASSESSMENT: (*M.O.A.)

A = APPLICATION FORM C = CERTIFICATE E = EXERCISE I = INTERVIEW P = PRESENTATION T = TEST AC = ASSESSMENT CENTRE
R = REFERENCE