

## **Job description**

### **Licensing Administrator/Technical Support Officer**

### **Band 4**

This supporting role will be required to work in the main at West Suffolk House, Bury St Edmunds. You may reasonably be required to work at any other of the Council's premises as required in order to meet the needs of the service.

At West Suffolk Council we positively encourage agile working, with work being an activity we do, not a place we go. Work styles are led by operational and organisational need and are jointly agreed between the manager and employee.

### **Purpose of job**

As a key member of the Operational Support Team within the HR, Governance and Regulatory Service, you will be assisting with the delivery of effective and efficient administrative and technical support for the Licensing team.

### **Key responsibilities and activities**

- Working alongside the Licensing Officers and prioritising workload on a daily basis to include post received and emails.
- Check the validity, completeness and accuracy of all licensing applications including the correctness of fees, enclosures, completeness of forms and taking payments in accordance with agreed procedures and legislation and entering onto the computerised system.
- Dealing with telephone enquiries and customer queries.
- Ensuring all data is correct on computerised system including the cleansing of current data.
- To chase up any outstanding annual fees payable and to allocate follow up visits that need to be undertaken by a Licensing Officer.
- To print plates and badges and distribute accordingly.
- To run reports off the database in order to follow up expiring licences and documentation.
- To support the development of the database.

### **General:**

- Provide customers with prompt, effective and courteous service which meets or exceeds the customer care and quality standards agreed for the service by responding to phone, email and written enquiries.
- To work closely with staff within the Customer Service Centre to ensure that the Council offers a seamless service for customers using the licensing service.
- Contribute to the development of licensing services through identification of service improvements, participation in meetings, liaison with other service areas, ongoing training and personal development.

- It should be noted that the job is designed to work flexibly, the service is committed to the development of a flexible staff structure equipped with the broad range of skills and abilities required to ensure the attainment and maintenance of high standards of service delivery in all aspects of licensing.
- Required to work flexibly across West Suffolk with main premises in Bury St Edmunds and Mildenhall. You may reasonably be required to work at any other of the Council's premises as required in order to meet the needs of the service.