

Person specification Licensing Administrator/Technical Support Officer Band 4

Criteria	Attributes	Method of Assessment
Knowledge	<p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of licencing or related discipline but not essential. • Knowledge of licencing processes and IT systems but not essential. 	Application and interview
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Worked within a busy office with conflicting demands. <p>Desirable</p> <ul style="list-style-type: none"> • Worked within Local Authority 	Application and interview
Skills and Abilities	<p>Essential</p> <ul style="list-style-type: none"> • Good level of IT and keyboard skills. • Attention to detail. • Good interpersonal, written and oral communication skills. • Ability to work effectively as part of a team but also on own initiative. • Ability to work under pressure with competing deadlines and priorities. • Flexible approach and willingness to acquire new skills. • Ability to deal with a range of customers of varying knowledge, skills and abilities, combined with the ability to problem solve. • A desire to ensure the customer is at the centre of our service delivery. • Able to cope with a changing and challenging environment. • Able to work flexible across technical areas of work. • The ability to deal with conflict. 	Application, interview, test
Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • GCSE Maths and English Grade C and above (or equivalent) • Ability and desire to learn 	Documentary evidence

	<ul style="list-style-type: none">• Desirable• NVQ Level 3 or equivalent qualification/knowledge in relevant subject	
Other	Essential <ul style="list-style-type: none">• DBS check	