

ROLE PROFILE AND PERSON SPECIFICATION

Company Name: Ealing Council – Licensing Processing and Business Support

Address: Perceval House, 14 – 16 Uxbridge Road, Ealing, W5 2HL

Employer Description: Local Authority

Hours of Work: 35 hours per week – 09:00 – 17:00 Monday – Friday

Annual Holiday Entitlement: 24 days paid holiday per year plus 3 additional days (to cover Christmas and New Year)

Level 2: Learning agreement of 12months

Age: 16 and over

Training allowance (Pay) annual amount: is £12,931.10*

**Please note this is made up of two different rates. Your first 6 months is £6.00 an hour. Your final 6 months is at the higher rate National minimum wage (NMW) currently £8.21.*

Position Title: Licensing & Business Support Apprentice

Role Profile: The Licensing Processing & Business Support Team are responsible for providing an efficient and effective administration support to Private Sector Housing, Food Safety, Health & Safety at work, Noise & Nuisance and Technical Pollution teams within Regulatory Services. The Business Support officers act as the first point of contact for members of the public on issues relating to all Private Sector Housing, Food Safety and Health & Safety.



- Eventually learning to deal effectively and efficiently with applications that are submitted to the team for Licensing.
- Will be trained up as a first point of contact for dealing with basic technical enquiries, ensuring that members of the public receive correct and up-to-date information as well as sending out the appropriate literature upon request for Licensing applications.
- To monitor the different streams of contact from customers, including emails and telephone calls and ensure that these are prioritised, recorded and allocated to relevant teams.
- Assist with call handling whilst completing other administrative functions such as the logging and processing of other reports and applications.
- To signpost customer enquiries/complaints to other departments within the council or to external agencies and ensuring due regard to relevant due diligence and safeguarding protocol and data protection/sharing agreements.
- To ensure that customer expectations are met to a high standard at all times by dealing with complaints in a timely manner.
- To be responsible for ensuring that up-to-date literature about the services within Regulatory Services are made available to the Customer Contact Centre and online.
- Assist the Team Leaders in identifying ways of improving the customer care experience for members of the public.
- To take both payments over the phone using Civica (On-Line Payment System) and carry out banking ensuring adherence to Council financial procedures.
- Assist team leaders to ensure that web pages for Regulatory Services are relevant and up-to-date and to cascade information to the web team.
- To ensure that information about Regulatory Services is accessible to the Customer Service Centre as well as other internal departments.
- To ensure that the Council's policies on equality and diversity are reflected in day-to-day practice and behaviour with colleagues, members of the public and external agencies
- To apply Best Practice in Health and Safety in the Workplace in collaboration with other members of the team
- To ensure that due consideration and attention is paid to the relevant data management and data protection guidelines.

Skills and Abilities required:

1. Good written and verbal presentational skills and ability to present financial information in a meaningful way (e.g. User-friendly spreadsheets)
2. Good communications skills and clear spoken and written English
3. Able to deal professionally with the public and telephone callers.
4. Accurate, numerate and meticulous with good attention to detail.
5. Able to understand the basic accounting principles e.g. debits and credits.
6. Able to deal with challenging and confidential work.
7. Able to follow instructions and work to deadlines.
8. Accurate basic to intermediate MS office and Internet surfing skills.
9. Able to work flexibly as part of a team, asking for and giving support as needed.

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10. Able to use initiative and learn to prioritise own workload.
11. Aware of equality and diversity and health and safety.
12. Able to understand the importance of being punctual and the impact that sickness absence has on the effectiveness of the team effectiveness of the team.
13. Able to meet the statutory time constraints for processing Licensing applications.

This position requires Enhanced Vetting