

## Lancaster City Council - Job Description & Person Specification

<b>Job Title:</b>	Licensing Administrator	<b>Grade:</b>	GG56	<b>Job Code:</b>	LCC825
<b>Service/Team:</b>	Housing and Property	<b>Role Type:</b> *Delete as appropriate	FIXED	<b>Reports to:</b> *Title & LCC Code	Housing Standards Manager
<b>Line Manages:</b> *Title/s & LCC Code	No line management.				

Job Overview
<p><b>Overview</b></p> <ul style="list-style-type: none"> <li>To provide effective and efficient administrative support for the Housing Standards Team and to assist in co-ordinating the wider team's work.</li> <li>Be a first point of contact for customer enquiries and ensure that all matters are responded to in a timely manner and in line with service performance measures.</li> <li>To deliver the administration of landlord licensing schemes, including checking applications, sending reminders, issuing licences and providing advice and support to applicants.</li> <li>Responsible for the processing of purchase orders, invoices and payments, and all matters relating to the council's financial systems. To monitor and investigate debtors' reports</li> </ul>
Direct Responsibilities
<p>The main duties and responsibilities are:</p> <ol style="list-style-type: none"> <li>To be responsible for effective administration of all landlord licensing and registration schemes, including inputting data, checking applications, sending reminders, chasing incomplete applications, issuing licences and providing advice and support to applicants.</li> <li>To monitor inspection programmes of licensed properties and allocate inspections according to a risk based programme.</li> <li>To be familiar with the legislation and service standards for landlord licensing and registration schemes.</li> <li>To prepare and organise legal documents and case files under the instruction of the Case Officer.</li> <li>To be up-to-date and familiar with how the housing standards team works in order to effectively advise, assist and refer on colleagues and customers.</li> <li>To assign and monitor tasks and duties within the team, ensuring good customer care and effective performance.</li> <li>To manage the team's information sensitivity, confidentiality and governance.</li> <li>To be responsible for administrative responsibilities as assigned, including use of Outlook, Excel and other software packages</li> <li>To refine and update standard administrative procedures, work instructions, guidance and training of new administrative staff. To continuously improve work, performance and impact, and demonstrate good practice.</li> <li>To monitor and track financial reports to ensure licensing payments are made in a timely fashion, and assist in the investigation of late payments.</li> <li>To receive and make timely and accurate records of information, enquiries and requests for assistance made by telephone, letter, email and in person. To provide basic information and advice</li> </ol>

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to customers and enquirers in accordance with standard procedures and offer high standards of customer service.

12. To communicate, relate and work well with the public, colleagues, Members and staff exercising sensitivity, tact, diplomacy and assertiveness. To maintain at all times strict confidentiality of personal and sensitive information.
13. To alert the line manager and appropriate colleagues to information received that might suggest offences have been committed, or that safeguarding or other attention by the service appears to be warranted.
14. To input, extract and process data and to produce correspondence, documents and transcripts.
15. To lead on the processing of purchase orders, invoices and payments, and incoming debtors using the council's financial systems. To monitor and investigate debtors reports.
16. To operate the council's card payment system to receive payments.
17. To manage a corporate credit card for the purpose of making purchases on behalf of the Housing Standards Team and when asked for other managers. Process all credit card transactions in accordance with Financial Services guidelines and reconcile the bank file with card transactions.
18. To organise meetings including booking rooms, ICT and refreshments and serve as the note taker at meetings etc. as a representative of the service.
19. To help maintain high quality systems and participate in continuous improvement within the service.
20. To provide administrative support and coordination for service projects.
21. To build cordial and productive relationships with staff in other services and partner agencies to support joint working.
22. To coordinate with colleagues and make effective use of teamwork
23. To fulfil the performance and requirements of the role and demonstrate a strong commitment to ongoing learning and development.
24. To monitor and manage incoming correspondence to all relevant inboxes.
25. To provide administrative cover and support for other teams as required.

### Primary Measurable Objectives

- **Administer landlord licensing schemes in accordance with legislative and service standards.**
- **Provide excellent customer service and respond to customer enquiries within target times.**
- **Allocate work and liaise with operational supervisors and managers to optimise administrative support and ensure responses to requests within target times.**
- **Continuously monitor, develop and improve administrative systems to improve capacity, performance and service delivery.**
- **To have robust knowledge of the Council's financial systems to provide support for the housing standards team.**

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<b>Staff Management Responsibilities</b>
<ul style="list-style-type: none"> <li>No staff management responsibilities.</li> </ul>

Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
<b>Specialised Qualifications &amp; Training</b>	5 GSCE's Grade 9 – 4 (A to C) or equivalent including English and Mathematics.	Intermediate or advanced knowledge of Excel	App Form, Interview, Certificate
<b>Experience</b>	<p>Detailed experience of office administration methods and professional preparation of office documents.</p> <p>Be familiar with use of a database and case management system or similar.</p> <p>Experience of organising own workload with minimal supervision.</p> <p>Detailed experience of software packages including Microsoft Outlook, Word and Excel.</p> <p>Experience of administration of financial systems.</p>	<p>Experience of working in a public facing role</p> <p>Experience of working within target times</p>	App Form, Interview

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<b>Job Related Skills, Knowledge &amp; Abilities</b>	<p>Able to deal with conflict and aggression in customer services.</p> <p>Ability to organise own work load and be able to prioritise conflicting demands.</p>	<p>Understanding of private sector housing issues.</p> <p>Familiarity with wider Council and key partner agency purposes and functions.</p>	App Form, Interview
<b>Personal Attributes</b> Including Interpersonal & Communication Skills	<p>Good written and verbal communication skills.</p> <p>Good organisational skills.</p> <p>Ability to work using own initiative with minimal supervision.</p>		App Form, Interview
<b>Special Requirements/Other</b>	None		App Form, Interview

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### **Additional information**

#### Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

#### General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

#### Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

#### Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

#### Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

#### Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

#### Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

#### Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

<b>Employee Signature:</b>		<b>Print name:</b>		<b>Date:</b>	
<b>Manager Signature:</b>		<b>Print name:</b>		<b>Date:</b>	