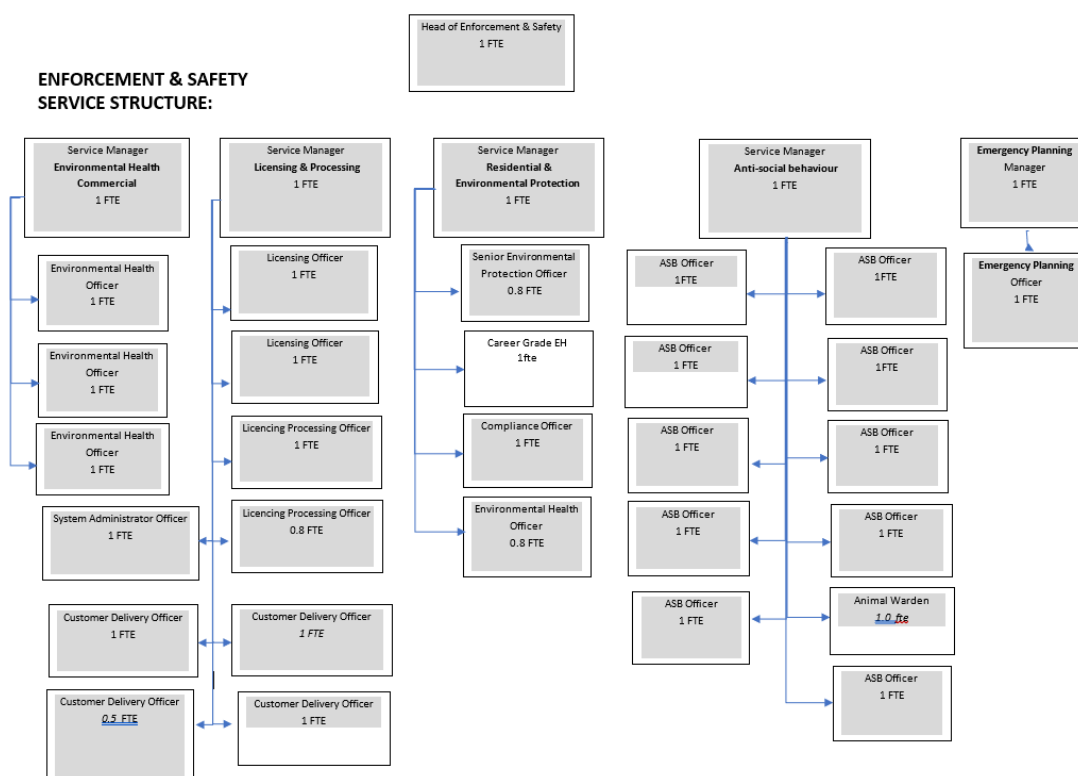
 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
Job Title	Customer Delivery Officer (Maternity Cover) / Technical Support Officer		
Department	Place & Growth – Environment & Safety	Service	Enforcement & Safety Service
Location	Civic Centre, Shute End, Wokingham RG40 2ER		
Reports to	Service Manager - Licensing		
Responsible for	n/a		
Grade	Type of position:		Date
Grade 5	Full time Fixed Term Contract		07 May 2025
<p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>			
Service Purpose			
<p>The Enforcement & Safety Service includes responsibility for all environmental health and licensing functions. The purpose of the service is to improve public health, the environment, community standards, and business prosperity. This is achieved by changing business, community, and/or individual behaviour through communication, partnership, project work, persuasion, advice, guidance, or enforcement.</p>			
Purpose of the Role			
<ol style="list-style-type: none">1. Provide technical and administrative support by delivering accurate and timely technical, clerical, and administrative support to Environmental Health and Licensing Officers. Helping deliver the efficient operation of the service.2. Customer service and enquiry handling by being the first point of contact for both internal and external enquiries relating to environmental health and licensing. Providing clear, professional advice or by appropriately directing queries to the relevant officers.3. Support all regulatory and licensing functions by assisting in processing licence and permit applications, public notices, fee collection, and distribution of statutory documentation for consultations.			
Main Accountabilities			
1	To contribute to the processing of applications for licenses, registrations, permits and other approval or notification regimes, undertaking validation, consultation, document redaction, managing deadlines, public registers. To issue application decisions & documentation.		

2	Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures. Understand the value of information to the Council and to contribute to good information governance by keeping information safe, accurate, up to date and available to those who need it.
3	Undertake personal development to enhance knowledge of the legislative framework as required.
4	Conduct and oversee in-person taxi driver Knowledge Tests as well as English Speaking and Listening assessments, adjudicating a secure and professional testing environment and accurate record-keeping of results.
5	Monitor and manage the shared Environmental Health and Licensing inboxes for prompt triage, appropriate escalation, and resolution of incoming enquiries in line with service protocols.
6	Monitor and respond to incoming telephone enquiries, meeting internal customer care standards. To resolve queries efficiently or escalate where appropriate, with a strong emphasis on first-contact resolution.
7	Process and monitor purchase orders, supplier invoices, and fee payments for the service. Maintaining accurate fee recovery in accordance with financial procedures and audit requirements.
8	Record and process RIDDOR notifications, death reports, and infectious disease cases, for timely notification to appropriate officers and accurate internal documentation.
	Attend both civil standard and PACE interviews under caution to provide administrative support, including accurate and impartial note-taking to support legal and enforcement proceedings.
9	Format, print, and prepare final versions of environmental health and licensing documents, maintaining accuracy of all licence types, badges, and certifications – and dispatched promptly to relevant parties.
10	Run and issue monthly renewal reminder letters for licensed drivers, vehicles, and premises. This includes tracking and prompting submission of taxi driver requirements such as safeguarding and disability awareness training, medical certificates, and DBS checks; and taxi vehicle requirements such as valid insurance and vehicle compliance testing.
11	Support Licensing Officers by logging and maintaining enforcement related tasks and compliance checks, helping maintain accurate records on the service database on renewal reminders. To support timely interventions and case progression for suspensions or any such necessary enforcement action.
Supervision Received	Receives tasking allocation and detailed supervision and guidance from Service Manager – Licensing.
Supervision Given	None
Contacts & Working Relationships	Parish and Town Councils; Ward Councillors; Residents; Neighbourhood Action Groups; Internal Council Departments; External organisations such as (but not limited

	to) police, fire service, Environment Agency, Community Action Partnership, Pubwatch, Best Bar None & Purple Flag.
Management of resources or budget	No management responsibility for budgets, but general responsibility for equipment.
Special Factors	None
Organisation Chart	



Person Specification

The successful candidate will be highly organized and adaptable individual with a strong commitment to delivering excellent customer service and administrative support within a regulatory services environment. You will play a key role in maintaining a smooth operation of the Enforcement & Safety Service, supporting frontline Environmental Health, ASB, and Licensing Officers and members of the public with efficiency, accuracy, and professionalism.

The successful candidate will have strong communication skills, both written and verbal, and be confident dealing with a wide range of enquiries by phone, email and in person at Council offices. A keen eye for detail is required, the ability to manage competing priorities, and experience with handling sensitive and confidential information. You will be comfortable using a variety of IT systems to maintain accurate records, process applications and fees, and contribute to the timely resolution of service requests in line with both statutory and customer service standards.

Qualifications	Essential	Desirable
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Levels of educational achievement and vocational training necessary to carry out the duties of the post. Include level, depth or standard of qualification.	Substantial relevant work experience in the fields of local authority licensing and regulation	Attained or working towards a recognised vocational or professional qualification in licensing or another equivalent regulatory field
Technical Skills.	Essential	Desirable
Technical skills and level of proficiency required to carry out the role.	Good IT skills including office software	Experience of using relevant technology and software used within similar service areas, such as Civica APP.
	Well-developed written and verbal communication skills.	
	Ability to actively listen in order to extract and assess the important information.	
Knowledge	Essential	Desirable
List the areas of knowledge in which the post holder would have to be proficient to carry out the duties of the post, detailing the specific area of specialism and any related professional and/or legislative frameworks.	Thorough working knowledge of the legislative frameworks surrounding the processing of licensing applications.	Good working knowledge of the policies and processes involved in Environmental Regulation
Experience	Essential	Desirable
Detail the level of experience required of the post holder.	Experience of administering processes to tight timescale and with high levels of accuracy.	
	Demonstrable achievement of problem solving and finding resolutions	
Other	Essential	Desirable
Detail any specific requirements not covered by the above.		Willingness to support Environmental Health and Licensing Officers while they

		undertake visits and inspections.
Completed by:	Keiran C. P. Hinchliffe	Date: 07 May 2025