

Job Description

POST TITLE	Administration Officer Licensing	POST NO:	HH1186
SERVICE UNIT	Housing & Development Control	GRADE:	5
JOB EVALUATION	A2075	JOB FAMILY	If applicable
RESPONSIBLE TO:	Project Assistant Licensing		
RESPONSIBLE FOR:	none		
LOCATION		STATUS	Staff

Job Purpose
To provide a high quality customer contact service in relation to relevant activities of the Selective Licensing Section.

Main Duties and Responsibilities:

1. To provide day-to-day administrative support to the Selective Licensing team, including drawing up of legal documentation in line with relevant guidelines and procedures.
2. To process Selective Licensing applications via an online application system and deal with general correspondence.
3. To provide effective and professional customer service to stakeholders including application guidance and response to queries in person, by email and telephone.
4. To check that licensing applications and supporting documents are returned and completed correctly and to chase missing or delayed information as appropriate.
5. To organise and maintain paper and electronic filing systems and records to collate and store information, being mindful of data protection regulations.
6. Use of IT packages to accurately input, store and manage data, including databases, spreadsheets and word processing.
7. Administering basic financial procedures, including processing/checking licensing application fees.
8. To liaise with other Council Officers, Service Units and external organisations as necessary.

9. To collaborate with other team members to manage workload on joint tasks, agree and maintain procedures.
10. To organise landlord training days with the support of Team Leader.
11. To work actively to promote community cohesion, good race relations and equality.
12. To attend training identified as necessary to undertake current and future job requirements.
13. To undertake such other duties and responsibilities as are commensurate with the salary grading of the post.

Health & Safety

Employees are required to work with their employer to ensure a working environment which is safe and without risks to the health, safety and welfare of employees, and others who may be affected, in accordance with the Health and Safety at Work Act, associated regulations and the Corporate Health and Safety Policy.

FOOTNOTE

This Job Description summarises the major responsibilities of the post. It is not intended to exclude other activities, nor future changes from the post holder's responsibilities.

Equality Act 2010

If you are a disabled applicant or an employee who has become disabled and this will affect your ability to do any of the above duties the Council will consider making some changes it thinks are reasonable.

Examples of changes may include providing equipment, making alterations to the workplace or changing some parts of the Job Description.

Prepared by:

Date: March 2026

Postholder:

Date of issue:



Person Specification

POST: Administration Officer Licensing	GRADE: 5
DIRECTORATE: Operations	POST NO: HH1186

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Qualifications		
1. 3 GCSEs at Grade C or above, or equivalent.	E	A / C
Experience		
2. Use of computers, including word processing, databases and spreadsheets.	E	A / I
3. Working in an administrative section of an organisation.	E	A / I
4. Experience of dealing with internal and external customers both in person and via written correspondence and by telephone.	E	A / I
Skills		
5. Ability to communicate effectively with customers.	E	I
6. Ability to work as part of a team.	E	I
7. Ability to write memoranda and letters.	E	I
8. Ability to maintain accurate records.	E	I
9. Ability to carry out routine calculations.	E	I
Knowledge		
10. Understanding of data protection regulations.	E	A / I
11. Knowledge of the Selective Licensing project.	D	A / I
12. Understanding of working in a local government environment.	D	A / I

Selection Criteria:	Essential/ Desirable E/D	Means of Assessment: Application/Interview/ Presentation/Test/ Production of Certificate A/I/P/T/C
Other		
13. Commitment to providing a customer focussed service.	E	A / I
14. To demonstrate a professional commitment to the promotion of community cohesion, good race relations and equality of opportunity.	E	A / I
The Burnley Way		
<p>Burnley employees are expected to be role models the organisation's TEAM values and behaviours which are: Together, Enterprising, Ambitious and Meeting Customer Needs. Our organisational leaders and managers are expected to strive to create a culture of openness and trust, where people are led and managed in line with TEAM values acting as role models for working collaboratively to drive efficiency and service improvements in order to deliver the Council's vision and objectives.</p> <p>Further details are contained in the Behaviour Framework</p>		

March 2026