

Role Title	Private Sector Housing & Licensing Assistant
Job Family	Regulatory Services
Scale	Scale 6
Purpose To provide a professional, proactive, customer focused support service to the organisation within the relevant service area.	
Generic Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.	Resolve non-routine customer/service queries. Customers are satisfied with the response, or aware that issue has been escalated. Assess and prioritise telephone and personal callers and respond appropriately. Relevant, accurate, understandable and timely information is provided. A positive image of the Council is promoted.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Service users express satisfaction with service provided
Organise and maintain records and documents using the appropriate council process / system.	Received documents, correspondence etc. are recorded, distributed and processed correctly. Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity. Records /information are well organised and accessible. Records are kept up-to-date. Follow-up with internal/external customers to obtain missing/outstanding records.
Create document, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.

Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
To assist in ensuring that all Private Rented Property Licensing applications and associated matters are processed and resulting decisions are properly prepared and issued	Applications are processed to required deadlines and standards and in accordance with the Council's legal requirements Decisions are processed in a timely manner
To assist in the proper processing of the administrative function for Private Rented Property Licensing; including data entry, arranging/attending public inquiries/hearings and liaising with the Private Rented Property Licensing Compliance and Enforcement Teams and appellants as necessary.	Work carried out is to a high standard and in accordance with statutory requirements The administrative functions provided are timely and of a high standard Stakeholders are satisfied with the service
To be part of a task force with regular "action" days that may involve out of office support to the Private Rented Property Licensing Officers To be prepared to work out of hours which may include early appointments and evening visits.	Provide a flexible and responsive service
To represent the team and department at internal and external meetings. This may include Minute Taking and the servicing thereof.	Maintain a high level of professionalism at all times
Nature of Contacts	
Involves supporting and guiding residents, stake holder and third parties to ensure a successful	

service

May involve direct contact with members of the public including dealing with challenging situations where influence may be needed.

Liaise with and/or advise senior members of staff regarding service issues, problems and processes.

Deal with people at all levels confidently, sensitively and diplomatically.

Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.

Decisions will be made based on Council procedures.

This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.

Resourcing

Budget Responsibilities: Nil

Supervisory Responsibilities: Nil

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Experience of having worked in a fast faced, customer focused environment.
- Excellent knowledge and application of IT systems and software packages.
- Relevant legislative and or procedural knowledge for specialist area.
- Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused support service.
- Excellent levels of literacy and numeracy.
- Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others
- Ability to deal diplomatically and confidentially with a wider range of stakeholders internally and externally
- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.

Indicative Qualifications

English and Math Qualification

Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.