# **PERSON SPECIFICATION: SUPPORT OFFICER (LICENSING) POST REFERENCE: 105233**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) | DESIRABLE CRITERIA Please indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training** * **Specific qualifications (or equivalents)** | NVQ 3 Business Administration (or equivalent) (F) | NVQ 2 in Customer Services **or** ICT (or equivalent) (F)  Relevant training in licensing legislation/policies (F) |
| * **Work or other relevant experience** | Recent in-depth experience of providing specialist administrative support to a service operating within a clearly defined policy and/or legislative framework (F) | Recent in-depth experience of providing support in a licensing environment (F)  Experience of ordering/invoicing processes using the Integra FM system (F)  Experience of supervising staff (F) |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** | | |

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| * **Skills, abilities, knowledge and competencies** | Able to learn, understand and implement policies and procedures related to a complex policy and/or legislative framework (F/I)  Can exchange complicated information clearly and in an appropriate manner (F/I)  Skilled in the use of Microsoft Office (F)  Able to produce documents, correspondence and other material to a high standard of accuracy (F/I)  Skilled in the use of systems for inputting and managing data (F/I)  Can organise and prioritise workload to effectively perform tasks within specific timescales (F/I)  Able to independently assess, investigate and provide a response to queries received (I)  Excellent inter-personal skills (I) | tieodeo  Demonstrable working knowledge of licensing legislation and policies (F/I)  Competent in use of specialist database system APP (F, I)  Ability to organise and manage personal workload (F,I) | |
| * + **General competencies** | Understands responsibility for own and other’s health and safety (I)  Ability to deal with difficult people (I)  Is able to work well as part of a small team and give the necessary support to colleagues (I/R)  Demonstrates a reliable, flexible, “can do” attitude towards meeting the varying workload of the role (I/R)  Displays understanding of the environment in which the organisation currently operates and adopts a positive attitude towards change (I/R)  To demonstrate an ability to: -   * Remain calm in conflict situations (I) * Remain objective under pressure (I) * Work effectively under pressure (I) * Work to a high standard of accuracy and attention to detail (I) |  | |
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Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary).