

Job Title: Licensing & Admin Support Officer	
Job Evaluation Number	C090

JOB DESCRIPTION

Job Title: Licensing & Administrative Support Officer (Local Policing)	Location: HQ South
Job Family: Business Support	Role Profile Title: BB2 Police Officer
Reports To: Local Policing Inspector	Band level: 2E
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Working in partnership with others, deliver TVP's statutory responsibilities in relation to Licensing Administration and support the Licensing team and Inspector through a shared service provision. Provide flexible administrative support to the Local Policing Department, with specific assistance given to the Supt Local Policing.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Research (through National and internal databases) and risk assess incoming licensing applications recording responding to and/or allocating them to the relevant licensing officer as appropriate, at all times complying with the licensing legislation.
2. Manage licensing administration data on relevant systems, ensuring that information recorded is correct and fit for purpose. Extract, receive and disseminate information and intelligence from confidential systems to the wider licensing team in order to facilitate the effective management of the licensing function.
3. Deal with telephone and e-mail enquiries from internal and external stakeholders signposting where necessary to the appropriate licensing officer or LPA staff.
4. Prepare files and other papers for Local Policing led meetings, attend meetings, taking accurate minutes and distributing them. Ensure completion of delegated tasks/actions including the acquisition of information, provision of updates on projects, and collation of information for the briefing of senior managers. Update Departmental Action Plans & provide resilience to other administrative functions in the department.
5. On behalf of Supt Local Policing, deal with routine matters and straight forward correspondence, manage incoming calls and e-mails as appropriate. Produce draft replies, against guidelines for more complex issues, and notify the Supt Local Policing of any matters requiring urgent attention; liaise with police officers and staff to obtain information and provide information and / or presentation materials including the use of PowerPoint.
6. Provide a local point of contact for:
 - ordering sundries and supplies, including travel and accommodation; liaison with Finance (P2P team),
 - induction information and arrangements for new starters / transfers to the Department (e.g. ID cards and photos, administration of fobs),
 - post room, pool / hire cars, fuel cards,
 - faults and general equipment issues and stock levels (e.g. photocopiers / printers / itemisers), delivery and despatch of goods,
 - Conference requests – obtaining HOD approval, ascertain which budget and booking, Departmental wide e-mails and sending out appropriate e-mails on behalf of Local Policing Supt and senior managers.

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7. Make all arrangements for hosting local events (e.g. local recognition/commendation ceremonies, events involving partners, Local Authorities etc.) liaising with relevant internal and external stakeholders and preparing accommodation etc.

8. Ensure the smooth running of the office by managing the diary and the effective timetabling and co-ordination of activities, e.g. ensure the appropriateness of arrangements for meetings, travel, accommodation and events, greets guests / visitors both internal and external to the Organisation and assist with a variety of projects within the portfolio and guidelines provided by the Head of Department

9. Update the Department website as requested by Local Policing Supt/Management Team and manage access to files stored in shared access folders e.g. LiveLink.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

Further Comments:

The post holder will be required to take minutes of meetings of a complex, confidential and often technical nature in support of Force, and other strategic level meetings; a small minority of which may occur outside of office hours. The post-holder may also be required to take minutes of staff disciplinary/ misconduct meetings, unsatisfactory performance and/or attendance or grievance meetings. Accuracy and clarity of notes taken is crucial. Attendees will include Chief Officers, PCC members, senior members of other Agencies (e.g. HMIC, Local Authorities, partners etc.). The post holder will be required to manage minor complaints and escalation procedures and will be the first point of contact for internal and external customers to the Department.

As a "responsible authority" TVP has to abide by timescales for Licensing applications, e.g. Temporary Event Notice (TENs) applications have 3 working days. The post holders will lead on the processing of TENs, of which there are approximately 7,500 p.a. Seasonal peaks in these applications occur prior to Christmas and the summer. It is proposed that the post holders will be based at HQ South as a shared service and will be the HQ Point of Contact for external/internal phone, postal and electronic enquiries/applications. The Licensing Officers on LPAs will also be Points of Contact for their responsible area.

The post holder will be required to work on their own initiative with limited supervision supporting the management team with a large and varied programme of projects. Numerous telephone and email enquiries, letters and memorandums produced, complex documents, PowerPoint presentations and diagrams, departmental plans to be updated.

Will need to develop a full understanding of the breadth of subject areas the Local Policing department is responsible for (Hate Crime, Diversity, Neighbourhood Policing, Community Resilience etc.) and which they are supporting and their respective operating frameworks / processes. Managing political sensitivities and providing a filtering service for contact with the senior staff across the department.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows:	E/D
1. A confident communicator at all levels with good standard of education (excellent literacy and numeracy skills); significant professional administrative experience, and should have or be willing to work towards NVQ Customer Service level 2 or equivalent.	E

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2. Proven interpersonal skills and the ability to promote professional working relationships with personnel at all levels. This skill will have been developed in a demanding office environment where they will have regularly demonstrated discretion, tact and diplomacy, multi-tasking, enthusiasm, initiative, and flexibility.	E
3. Proven ability to work to deadlines, handle diverse and confidential information, manage a substantial workload and solve problems with minimum supervision and able to demonstrate discretion, tact and diplomacy.	E
4. Proven ability to work under pressure, prioritise and manage workload whilst remaining positive and motivated.	E
5. IT literate with experience in MS Applications, proven ability to manipulate data from a variety of sources and databases and willing to learn new technology, databases and systems. Experience of managing shared access folders e.g. LiveLink, and updating webpages.	E
6. Knowledge of policing policies and procedures and of the legislation, policy and guidance in relation to Licensing will be essential once in post but is desirable at the point of recruitment (the post holder will be required to attend a one day level 2 practitioners course).	D