



Coventry City Council

Job Description

Job Title:	Property Licensing Assistant	Job Number:	D2937D
Directorate:	Regulatory Services	Post Number:	
Service:	Streetscene and Regulatory Services	Grade:	4
Location:	City Centre		

Job Purpose:

Under the general direction of the Licensing Team Leader:

1. Form part of the licensing team which is responsible for the day to day operation of the licensing function in respect of the licensing of houses in multiple occupation and other rented accommodation under the Housing Act 2004
2. Deliver a high quality Property Licensing service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city, ensuring applications are assessed, processed and licences issued in accordance with statutory guidance and agreed policies and procedures.

Main Duties and Responsibilities:

1. To maintain a good level of knowledge of housing legislation in order to enforce legislation and conditions in respect of relevant licensing legislation.
2. To contribute to the accurate and efficient maintenance of registers, records and statistics.
3. Undertake own caseload and process applications efficiently and effectively, ensuring that timescales are met.
4. Be fully conversant with relevant legislation and the application process, which includes consultation with West Midlands Police, West Midlands Fire Service, other statutory consultees within the Authority, professional bodies, trade and the public; and to coordinate responses in accordance with statutory requirements.
5. Ensure the correctness of all applications, fees, operating schedules, criminal records bureau certificates, objections, reviews and where necessary, investigate the background data.
6. To provide helpful, accurate and polite service to all customers, whether applicants, objectors or other stakeholders and develop and maintain good working relationships with key people in internal and external stakeholder groups.
7. Offer appropriate assistance and advice on licensing matters to customers, both business and the public, including outside agencies, elected members and other Council departments.

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9. Receive payments, authenticate the level of fee, issue receipts and safeguard payments, ensuring compliance with financial regulations
10. Assist with the preparation of reports, statements of evidence and correspondence and attend Court as required.
11. Provide first line contact and support for members of the public and businesses making telephone enquiries or calling in person; and give any helpful and legally correct advice and information.
12. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
13. Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
14. Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
15. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: -

Responsible to: Licensing Team Leader

Date Reviewed: November 2019

Updated: August 2020



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Good understanding of procedures for dealing with licence applications, prosecutions, appeals, reviews etc.
	<ul style="list-style-type: none">• Understanding of the importance of accuracy when providing and recording information and the principles of providing a statutory duty.
	<ul style="list-style-type: none">• Good understanding of databases and report production.
	<ul style="list-style-type: none">• Understanding of customer care and the principles of equal opportunities in providing a housing licensing function.

Skills and Abilities:	<ul style="list-style-type: none">• Able to deal confidently with a range of people including licensees, members, police etc.
	<ul style="list-style-type: none">• Written communication skills such as are required to prepare, letters and other documentation in a way that is concise and easily understood
	<ul style="list-style-type: none">• Telephone skills to obtain and give information in a courteous way and resolve queries.
	<ul style="list-style-type: none">• Influencing, persuading and negotiation skills.
	<ul style="list-style-type: none">• Organisational skills and ability to prioritise workload and meet deadlines, while working under pressure
	<ul style="list-style-type: none">• Able to remain calm under pressure and cope with interruptions to clerical tasks.
	<ul style="list-style-type: none">• Able to compile information for returns / simple statistics
	<ul style="list-style-type: none">• Able to maintain accurate and concise records and other information on licensing applications and cases and cope with interruptions to clerical tasks
	<ul style="list-style-type: none">• Be proficient in the use of IT packages and office equipment
	<ul style="list-style-type: none">• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.

Experience:	<ul style="list-style-type: none">• Proven clerical experience
	<ul style="list-style-type: none">• Basic financial administration



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- Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook

Educational: • Basic literacy and numeracy skills

Special Requirements:

- May be required to work outside office hours
- May be required to travel in the course of duties
- Willingness to undertake any necessary formal training
- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Reviewed: November 2019

Updated: August 2020