

Job Description and Person Specification

Role: Property Licensing Assistant



Job Description

Job Title	Property Licensing Assistant
Grade	4
Service	Streetscene and Regulatory Services
Reports to	Licensing Team Leader
Location	One Friargate
Job Evaluation Code	D2937D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Under the general direction of the Property Licensing and Housing Enforcement Manager:

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 & Key Accountabilities

Core Knowledge

- To maintain a good level of knowledge of housing legislation in order to enforce legislation and conditions in respect of relevant licensing legislation.
- To contribute to the accurate and efficient maintenance of registers, records and statistics.
- Undertake own caseload and process applications efficiently and effectively, ensuring that timescales are met.
- 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.
- Ensure the correctness of all applications, fees, operating schedules, criminal records bureau certificates, objections, reviews and where necessary, investigate the background data.
- 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.
- 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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- Receive payments, authenticate the level of fee, issue receipts and safeguard payments, ensuring compliance with financial regulations
- Assist with the preparation of reports, statements of evidence and correspondence and attend Court as required.
- 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.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- 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.
- 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External

Postholders will be expected to interact with and provide updates to members of public, predominantly tenants, landlords, estate agents as well as external agencies, i.e. fire service.

Internal

Postholders will be expected to signpost within the organisation if the situation requires it and will be expected to answer queries from other departments.

Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	D2937D
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
<ul style="list-style-type: none"> • Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Qualifications
<ul style="list-style-type: none"> • Basic literacy and numeracy skills
Special Requirements
<ul style="list-style-type: none"> • May be required to work outside office hours
<ul style="list-style-type: none"> • May be required to travel in the course of duties
<ul style="list-style-type: none"> • Willingness to undertake any necessary formal training
<ul style="list-style-type: none"> • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Created	November 2019	Date Reviewed	February 2024
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