



Post Specification

Post Specification - Key Information

- **Post Title:** Regulation and Compliance Assistant – Licensing
- **Date:** March 2025
- **Post Group Number:** 8523
- **Job Family:** Business Support
- **Job Family Role Profile:** BS8
- **Final Grade:** 8

To be read in conjunction with the job family role profile.

Service Area Description

Westmorland and Furness Safe and Strong Communities ensures that peoples living and working environments are safe, healthy, and hygienic and that consumers are protected. The Licensing service includes the processing of applications for various licensing functions including but not limited to alcohol and entertainment premises, gambling, taxis and private hire and charitable collections. The service focuses on promotion of licensing objectives, consultation, investigation, multi partnership working, prevention, education and where required enforcement

Purpose of this Post

To provide a wide range of technical and administrative support duties to Westmorland and Furness Council Licensing Team

Key Job Specific Accountabilities

- To provide technical and administrative support for the services within Licensing, and provide advice, support and guidance to the wider team on applications
- To assist in the processing of enquiries, complaints and applications, advise customers accordingly by telephone, face to face, email, written communication, website and social media.
- To act as main point of contact for others within Business Support and the wider team providing technical advice and guidance on Licensing processes contained in the Data Management System(s)
- To support the service on all transitional work moving into the new Westmorland and Furness Authority
- Play a key role in the development and delivery of projects and initiatives as directed by the managers within the service
- To work collaboratively with colleagues within the service area or external partners/agencies.
- To develop, use and update departmental software systems, including specialist systems (Lalpac, Civica, E5) and processes within the service to ensure a high level of accuracy of information is maintained and to actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working
- To assist with the raising of invoices in accordance with financial regulations. Assist budget holders with the general accounting function of the service as required.
- To assist with the processing and monitoring of payments made to and from the Service, including contacting clients and raising invoices in relation to debt recovery.

- To carry out research, analysis and compilation of information as requested by the managers and officers within the services.
- To assist with Government returns through the collation of information and ensure accurate and up to date information is available including review and performance management information required internally and by statutory bodies.
- To support Managers and Officers in the delivery of their duties including cover during sickness and annual leave and support and mentor colleagues as necessary.
- To undertake other duties and responsibilities within the professional competence of the postholder as directed by the Licensing Manager.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** processing of payments for applications
- **Staff Management Responsibilities:** none
- **Other:**

Essential Criteria

- Extended relevant working experience providing administrative support to a technical role or experience in a similar function
- Clear verbal and written communication skills
- Proactive, focused and efficient with a clear delivery focus that uses self-motivation
- Ability to work both on own initiative and as part of a team
- Experience of dealing with both internal and external teams in order to complete processes and ability to collaborate as needed
- Ability to provide advice, support and guidance to team members and the public
- Experience and ability of working in a busy, pressured office environment
- Ability to work methodically and accurately with statistics and financial records
- Excellent administrative, organisational and IT skills
- Ability to learn and utilise specialised software packages within the service and provide support to others on use of the systems
- Ability to effectively handle sensitive and confidential information
- Driving licence

Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- **The level of check required is (remove others not required):**
 - DBS Basic

Job Working Circumstances

- **Emotional Demands:** some challenging customers due to nature and time limited applications
- **Physical Demands:**
- **Working Conditions:** some adverse people behaviour due to deadlines
- **Other Factors:**

Other Factors: some driving between sites, driving licence will be required