



Licensing Administration Assistant

Post number: LIC001

Grade: Scale 3

Date: February 2025

Service area: Legal Services

Reports to: Licensing Manager

Job profile

Purpose

To perform administrative duties, and to answer queries relating to taxi licensing. To provide resilience support to the licensing team to ensure a quality, customer focused support service which is efficient, effective, and responsive to the needs of both internal and external customers.

To maintain/update databases, records and registers using appropriate software/IT packages.

To ensure compliance with legislative requirements and procedures, assist and provide support to other members of the team.

Main duties and responsibilities

1. To process licensing applications (primarily taxi applications) made to the Council in accordance with service performance standards and statutory timescales.
2. Preparing and sending out routine licensing correspondence including plates and badges.
3. Dealing with all incoming and outgoing correspondence to the service and carrying out other administrative tasks connected with the licensing service.
4. Scanning and indexing correspondence, forms and other documents accurately into the electronic document management system.



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5. Carrying out face-to-face and virtual appointments with customers including face-to-face and virtual identity verification appointments.
6. Ensuring that the correct documentation is provided, and process steps followed.
7. Acting as a first point of contact for internal and external customers, including by telephone, face to face and IT based communication methods.
8. Maintaining a thorough knowledge of appropriate procedures and relevant Council policy.
9. Maintaining strict confidentiality at all times, and adhering to Data Protection legislation and corporate and service guidelines.
10. Collating, checking, correcting and processing data, including inputting accurately into databases, spreadsheets etc.
11. Raising concerns and problems with any administration tasks to relevant officers.
12. Comprehensively maintaining and updating computerised and manual records to ensure that ongoing accurate records are maintained. Monitoring expiry and renewal dates, ensuring that relevant reminders are sent out at appropriate times.
13. Operating external systems for Driving Licence Checks with the DVLA, NR3S register checks with NAFN, and .GOV Right to Work, DBS, and Tax Compliance checks.
14. Co-ordinating and organising mandatory training sessions that are required as part of the Licensed Driver application process.
15. Ensuring that stationary levels are maintained to ensure business continuity
16. Ensure that all income is accurate in line with the financial ledgers received by the team from the finance team, and ensure that the IT system accurately reflects payments received and due.
17. Assisting officers with the organising of committees
18. To assist with the testing of new procedures and IT systems
19. Participating, as required, in training and exercises in support of the Council's preparations for responding to civil emergencies within the District.
20. Carrying out other duties commensurate with your role from time to time, as directed by the Licensing Manager.



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Special conditions

The post is full time (37 hours).

In exceptional circumstances, to work outside normal office hours to meet the needs of the service (notice would be provided).

Pre-employment checks

DBS - Disclosure

Business Travel

Casual car user



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
3 grade C/grade 4 GCSE's (English required) or equivalent	Essential	Application
Full driving licence and access to a vehicle	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Experience of working accurately to timescales and under pressure	Essential	Application

Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Proven knowledge of Microsoft Office Suite (including Word, Excel, Outlook)	Essential	Application
Understanding of good customer service	Essential	Interview
Knowledge of databases and working paperless	Desirable	Interview
Understanding of equality principles	Desirable	Interview



Description	Essential or desirable	Assessed through the application form or through the interview
Communication (written & verbal)	Essential	Interview
Listening/extracting relevant information	Essential	Interview
Accuracy in creation of documentation	Essential	Interview
Organisational	Essential	Interview
Computer literate	Essential	Interview
Numeric	Desirable	Interview

Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Willing to be adaptable and flexible to meet the needs of the service	Essential	Interview
Able to respond positively to a diverse range of circumstances	Essential	Interview
Able to maintain confidentiality	Essential	Interview
Assertive	Essential	Interview
Willingness to develop new skills and undertake training appropriate to the post	Essential	Interview
Politically aware	Desirable	Interview
Ability to work without close supervision and to manage own workload	Desirable	Interview