



ADUR & WORTHING  
COUNCILS

## Job Description & Person Specification

Authority	ADC / WBC
Directorate	Sustainability and Resources
Post Title	Taxi Licensing Administrative Assistant
Post Number	12510
Accountable to	PH&R Team Leader - Licensing
Key leadership relationships	<b>Internal:</b> Members of the Council, Chief Officers and all other appropriate Council officers and managers <b>External:</b> Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role does not fall within the Blended Working Policy
Last updated	January 2024

## Job Description - Principal purpose of job (role summary)

As a Taxi Licensing Administrative Assistant you will support the PH&R Team Leader - Licensing in meeting the Councils' statutory licensing obligations and ensure public safety by providing a comprehensive and co-ordinated administrative and clerical support service to the licensing unit as part of a team working to a high degree of accuracy and attention to detail.

You will provide administrative support primarily for the Taxi (Hackney & Private Hire) Licensing function but also when required other licensing functions administered & enforced by the Councils' Licensing Unit.

You will undertake all duties in accordance with Council policies, in particular those relating to Customer Care and Equal Opportunities.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

## Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working

Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan

Act with honesty and openness, and be brave enough to contribute your ideas and get involved

Bring your passion for delivering a high quality service for our residents to your role

Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow

Live how we work with each other and our customers:

- We listen
- We say what we think & do what we say
- We are inclusive & kind
- We are ambitious
- We think & act beyond ourselves and our service
- We are a team

Promote the service and Councils positively at all times

<b>Role specific Duties and responsibilities</b>
Providing administrative support for the Taxi (Hackney & Private Hire) Licensing function and when required the Licensing Act 2003, Gambling Act 2005 and other miscellaneous licensing functions administered by the Councils including street trading, sex establishment, lottery and charity licensing.
Receiving licence/permit applications, calculating fees and being responsible for checking content prior to acceptance and processing. You will record and process all applications, renewals, variations and process all comments, representations and complaints etc.
Assisting with the inspection and appraisal of licensed vehicles and drivers to ensure appropriate legislation is being complied with and seek remedy where necessary taking appropriate action to remove dangers and health hazards and safeguard public health and safety. Checking to ensure that drivers have undertaken and passed the appropriate tests.
Carry out checks and examine confidential documentation including driving, criminal and medical records and deal efficiently with documentation regarding sensitive safeguarding cases involving children and vulnerable adults liaising with other agencies and departments where appropriate.
Carry out appropriate filing, copying, data input and typing duties and maintain appropriate public registers both as hard copies and computerised. Word processing a variety of documents including letters, returns and reports.
Prepare, ready to issue, licences & plates.
Dealing with written, telephone and face-to-face public and industry enquiries and complaints liaising with licence holders, applicants and statutory bodies to provide advice on licensing requirements and the licensing process.
Assisting in organising and administering projects, exhibitions, meetings etc Undertaking any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the post holder as a result of legislation, codes of practice or Council policies.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

## Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

<b>Participative</b>	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the <a href="#">Participation Skills &amp; Competencies</a>.</p>
<b>Adaptive</b>	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges &amp; opportunities to be able to adapt to change around you</p>
<b>Resilient</b>	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
<b>Leadership</b>	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	GCSE in Maths and English grade 'C' or above or equivalent.	
<b>Knowledge</b>	Experience of office administration.	An understanding & knowledge of Public Health & Regulation which comprises Environmental Health & Licensing.

<b>Experience</b>	<p>Experience of:</p> <p>dealing with businesses and members of the public face to face and on the telephone.</p> <p>working in a fast paced &amp; busy work setting.</p>	<p>Experience of:</p> <p>dealing with challenging situations which may involve conflict.</p> <p>working with accuracy under pressure.</p>
<b>Communication</b>	<p>Ability to communicate with people on all levels.</p> <p>Good verbal and written communication skills.</p> <p>Confident in telephone communications.</p>	<p>Ability to be assertive and tactful. Remaining calm and objective whilst working under pressure.</p>
<b>Relationship Building</b>	<p>Ability to work as part of a busy &amp; demanding multidisciplinary team.</p> <p>Support, assist and advise colleagues</p>	<p>Ability to engage with colleagues and clients.</p>
<b>Analytical</b>	<p>Able to comprehend clients' needs and effectively communicate to professional officers.</p> <p>Able to judge when matters may be urgent or serious and take appropriate action.</p> <p>Able to plan and organise own workload from day-to-day</p> <p>Able to keep accurate records</p> <p>Able to organise work to fit in with wider team's priorities</p>	<p>Able to organise &amp; priorities own &amp; team's workload and make simple work plans for month e.g. sending out renewal reminders</p>
<b>Planning/ Organising</b>	<p>Good organisational and planning skills.</p> <p>Able to prioritise</p> <p>Ability to use a computer including ability to type to a reasonable standard.</p> <p>Ability to use Microsoft IT packages including Microsoft Word and Google.</p> <p>Ability to send emails.</p>	<p>Knowledge and ability to use social media when publicising our work.</p>
<b>Other requirements</b>	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p>	

	<p>Able to travel within the Adur and Worthing Districts</p> <p>Able to work in an open office environment with some outdoor working</p>	
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**Job description & Person Specification agreed by:**

<b>Post holder (Print name):</b>	
<b>Signature:</b>	
<b>Date:</b>	