

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Licensing Trainee	Location:	Cirencester/Witney/Coleford
Job group:	Trainee	Peer group no:	PGC4 - Trainee
Reports to:	Resource Officer	Working hours:	37 hours per week
Business World Post number:	880001143	Line management responsibility:	None
		Direct Reports:	N/A
FTE Salary pro rata:	£18,435	Contract type:	Permanent
		Further detail:	N/A

Main purpose of this specific role:	<p>Publica is seeking to recruit a self-motivated person who enjoys a variety of technical and administration duties, to work in a trainee position within the Licensing team.</p> <p>You will be learning on the job how to deal with a variety of tasks and support functions in particular regard to:</p> <ul style="list-style-type: none"> • Taxi processing • Animal licensing • Licensing Act • General administration to support the service
	Generic Job Profile:
Main Purpose:	The purpose of the role is:

	<ul style="list-style-type: none"> To provide transactional services to support and assist the business function, process and service delivery To learn to respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area
Key Responsibilities:	<ol style="list-style-type: none"> To learn to undertake end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures Ensure all relevant customers and company information is captured and recorded accurately Update and maintain internal data and records To work towards assisting customers with queries To assist Technical Officers in the delivery of the service Demonstrate a willingness to work towards further qualifications if necessary Carry out duties with discretion, integrity and maintain confidentiality Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment Work in compliance with the Codes of Conduct, Regulations and policies of Publica Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information;
Essential Requirements, Qualifications, Skills and Abilities:	<p>Qualifications</p> <ul style="list-style-type: none"> 5 GCSE including Maths and English or equivalent <p>Skills</p> <ul style="list-style-type: none"> Good level of IT skills Communicates effectively (good verbal and written skills) Ability to maintain confidentiality in accordance with Data Protection Ability to work with others to deliver key outcomes Ability to manage time effectively Demonstrate commitment and resilience to succeed Experience of dealing with professionals and the general public within a customer oriented service

Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> ● A Level or equivalent ● The ability to learn new skills and tasks ● Willing to learn a range of technology and software packages ● Good written and verbal communication skills ● Ability to travel
Special Conditions:	<ul style="list-style-type: none"> ● There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business ● You will be expected to work reasonable additional hours in line with the needs of the service
Date reviewed:	April 2021
Reviewed by:	Lauren Hanratty
Manager job title:	Resource Officer