

A Day in the Life.... Licensing service - Grade 6 Business Support Officer

The Business support role is based within the Licensing Team. The successful applicant will be provided with appropriate training and support (virtually at present) to be part of a very busy service.

When not working from home, the usual pattern consists of working across 2 sites, the 'back office' at Flint Street and the customer facing side at Civic Centre 3 in Huddersfield. The role may also require cover at Dewsbury Customer Service Centre at times so being able to travel and flexibility is necessary.

The customer facing part of the role entails seeing pre booked appointments for taxi drivers at our service booths at CC3 in Huddersfield. These appointments are primarily to process applications from new and existing Taxi drivers amongst other taxi trade processes. There is much attention to detail required in processing these licenses for taxi vehicles as well as taxi driver badges. This requires accurate data inputting for example – Disclosure and Barring Service (DBS) checks, DVLA checks, accident investigating,

The work is complex and can become demanding requiring the officer to remain calm under pressure and have the skills to be flexible and be able to prioritise workloads and cases. It is important that you understand the work environment and how it may impact on you and the team, being an adaptable individual with strengths in being a team player is vital as well as good listening and communication skills.

The back office is also very busy dealing with other licensing applications such as gambling, alcohol and entertainment licenses, personal licenses, small lottery applications and temporary event notices.

This side of the role also consists of finance processing relating to licensing such as reconciliation, card payments and debtor billing, creating contracts and servicing the requirements of licence holders across our Kirklees district.

Duties across this role are split, this offers variety but does require the need for the team to be great at communication and adaptable to be able to meet service needs as well as the needs of the team itself.

The role is supported by flexible working arrangements however staff do need to be available on a regular 09:00 – 17:00 basis