

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Licensing Technical Assistant	Post No	various
Directorate	Economy & Infrastructure		
Division	Regulatory Services		
Band and Salary	Band C £25,992 to £28,624 per annum (pay award pending). Incremental progression is subject to performance.		
Responsible to	Senior Licensing Enforcement Officer		
Location	The Core, Theatre Square, Solihull		
DBS Check	Not Applicable		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Special Conditions	Ability to work flexibly including out of hours work if required.		

Role Purpose

Responsible for assisting and supporting the delivery of effective licensing services to customers, visitors and businesses by providing advice and guidance, serving customers, supporting with visits recording, processing applications and collating information.

Role Responsibilities

- To be knowledgeable in licensing functions, processes and legislation, and be committed to Continuous Professional Development to ensure this knowledge is kept up to date and relevant.
- To assist with tasks and provide support to the team leader and other colleagues.
- To process applications against specific criteria, ensuring documents provided are valid, accurate and correct, and that processes are followed in line with legislation and guidance and within statutory and internal timescales.
- To provide a high quality and efficient service to all customers.
- To monitor activities as appropriate and collate, analyse and record data to inform reports and/or action plans.

- To assist with visits and investigations in response to the statutory duties of the team.
- To support the investigation of service requests and respond to enquiries from members of the public, employees and others in respect of licensing responsibilities, escalating matters as appropriate for advice and guidance.
- To maintain registers and other records appropriate to the legislation enforced by the team.
- To carry out appropriate action as directed in respect of the above, including assisting in the preparation of evidence for legal proceedings, and the presentation of evidence, as necessary.
- To use administrative and IT systems to record information in an accurate and timely manner.
- To ensure the Council's Financial rules and regulations are followed in respect of the collection, recording and retention of payments.
- To undertake any other appropriate duties as and when required.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	4 GCSEs grades A-C / 4-9 (including Maths and English) (or equivalent) OR The ability to demonstrate an equivalent level of numeracy and literacy skills.	Recognised qualification in a regulatory field, e.g. BTEC, Diploma etc	Application Certificates Test

Experience & Knowledge	Recent and relevant experience of working in an administrative/financial / business support environment.	Recent and relevant experience of working within a legal or regulatory environment	Interview
	Experience of working in a customer focussed environment, providing appropriate and accurate advice in a professional manner		Application Interview
	Experience of writing business correspondence, e.g. letters, emails, responding to queries.		Interview
	Proven experience of working with and communicating with customers from a range of different backgrounds.		Interview
	Significant experience of Microsoft Office including Excel, Word and Outlook (or equivalent).	Experience of using a case management/ CRM system	Application

Skills & Abilities	Effective verbal and written communication skills.		Interview
	Ability to produce accurate and high-quality work including financial information.	Able to analyse information and identify patterns and trends	Interview
	Organisation skills. Ability to balance competing demands, prioritise tasks and work to deadlines.		Interview
	Ability to work as part of a team.		Application Interview
	Ability to work accurately and methodically to ensure record keeping is in line with legislative requirements.		Application Interview
	Demonstrates initiative to solve problems		Interview

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.		Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.		Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect		Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.		Interview
	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.		Interview

	Ability to work flexibly including out of hours work if required		Interview
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Compiled/Reviewed by	Annie Bettison (Licensing Manager)
Date	May 2026

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.