**JOB DESCRIPTION**

**JOB TITLE: Apprentice Technical Support Officer**

**REPORTS TO: Senior Licensing Support Officer**

**DEPARTMENT: Housing, Communities & Neighbourhoods**

**SECTION: Environmental Health & Licensing**

 **PURPOSE OF JOB**

* To undertake the Level 3 Business Administration and Function Skills (if required)
* To gain knowledge of administrative tasks and duties across the field of services provided by Regulatory Services. To undertake practical training of work undertaken by all teams within the Service.

 **PRINCIPAL ACCOUNTABILITIES**

1. Learn to provide administrative support relevant to the delivery of the animal welfare, food safety, licensing, health and safety, pest control, pollution control, public health, taxi licencing and trading standards tasks undertaken by the Regulatory Services department.

2. Learn to understand the processing of licence applications for 30 different types of licences, consents, registrations and permits.

3. Learn how to investigate infectious disease cases by questionnaire, correspondence, telephone interview, co-ordinate GP Payments and process accident reports. Investigations – take statements and samples.

4. To learn and assist how to record and retrieve information on complaints, inspections, actions, accidents etc and provide technical advice to a large range of service users. Including shadowing visits to update database, investigations and surveys, licensing enforcement and the provision of relevant statistics.

5. Learn to develop skills to maintain computer and manual record systems, word processing legal documents and letters and generation of correspondence.

6. Learn how to administer customer surveys and provision of high standards of customer care.

7. Learn to handle cash, invoices / payments and banking processes.

**General Accountabilities**

**Equalities**

To uphold and carry out the duties of the post with due regard to the City Council’s Inclusive Council Policy.

**Health & Safety**

You must be prepared to be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

**General**

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

**JOB TITLE: Apprentice Technical Support Officer**

**GRADE: Level 2**

**DEPARTMENT: Neighbourhoods, Communities & Housing**

**SECTION: Environmental Health & Licensing**

**ESSENTIAL CRITERIA**

**Job Related Education, Qualifications and Knowledge**

* Willingness to obtain knowledge of Regulatory Services including licensing and other licensing Hackney Carriage Enforcement, Environmental Protection (including Animal Welfare & Pest Control) Health Safety and Food Safety.
* Willingness to obtain knowledge of Uniform 7 and/or Diamond.
* Awareness of work of undertaken in Regulatory Services and other linked teams and departments.

**Skills/Abilities**

* Willingness to obtain excellent interpersonal skills including ability to liaise with other statutory bodies.
* Willingness to obtain excellent communication skills including ability to write reports and produce own correspondence.
* Ability to manage deadlines and complete multiple tasks.
* Commitment to excellent customer service.

**Equalities**

* To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy.