Senior Taxi Licensing Administrator

JE Code: JE1513

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service** | Taxi Licensing Service |
| **Reports to:** | Team Lead – Taxi Administration |
| **Job Family** | Business Administration |
| **Grade:** | E |
| **Political restricted** | N |
| **Date:****JE Code:** | December 2021JE1513 |

**Key Deliverables**

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| **1.** | To provide a taxi licensing administrative service encompassing appropriate process, policy, legislation and smarter working initiatives in the grant and renewal of taxi licences to ensure public safety. |
| **2.** | Ensure that correct guidance is given and all applications are processed correctly and in accordance with council policy. |
| **3.** | Prioritise and monitor workload; accurately record relevant information in a timely manner; and run computer reports to monitor and analyse data. |
| **4.** | Ensure accurate records for driver, vehicle and operators are maintained and procedures followed. |
| **5.** | Monitor taxi licensing inbox and respond to online applications/emails accordingly in a predominantly paperless environment. |
| **6.** | Monitor and control income from taxi licensing fees. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Demonstrated experience and understanding of taxi licensing legislation or of a similar regulatory type role. |
| **2.** | Excellent administrative skills including the ability to use a range of online IT systems including word processing, Teams, Firmstep, Outlook, ERP, Civica and work in a predominantly paperless environment. |
| **3.** | Demonstrated ability to provide an online administrative service including the composition of licenses, plates, badges, emails, letters and reports. |
| **4.** | Demonstrated ability in numeracy and literacy; and attention to detail. |
| **5.** | Able to record relevant information in a timely and accurate manner and be able to run computer reports, manage a busy inbox, and monitor/analyse data. |
| **6.** | Knowledge of administrative, legal, safeguarding, equality and enforcement procedures in a regulatory type environment. |
| **7.** | Ability and experience to understand, plan, and prioritise workloads in line with statutory and policy time frames. |
| **8.** | Experience in identifying need and organising resources through Teams, email and a busy Inbox. |
| **9.** | Ability to build positive relationships with the local and larger team; to co-operate and promote effective teamwork with other council services such as transport services/print room; be able to supervise staff when required; be able to take responsibility when needed to minimise any issues that could disrupt work. |
| **10.** | Able to deal with difficult and challenging complainants, applicants and licence holders. |
| **11.** | Ability to take electronic payments over the telephone and follow simple accounting procedures and have the ability to monitor income. |
| **12.** | To understand the importance, and ensure maintenance, of confidential records and security of staff, licence holders and physical assets. |
| **13.** | Able to risk assess and take compliance action in regard to insurance, road tax, MOTs when required. |

Job Family

Business Administration

Grade E



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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Business Administration jobs are those which support their teams and the general public by carrying out administrative tasks and providing procedural guidance or managing those that do. Job holders' training and experience is in a wide range of office and IT skills, incorporating tasks, tools and techniques of their working area, allowing them to be deployed flexibly within the organisation. The principal responsibility is to support the work of their specialist colleagues by operating and/or managing the business systems that optimise service delivery in their area and/or to act as the public face of the council by providing service users with front line help and information.

### Role Characteristics

At this level job holders use their extensive knowledge of the policy and procedural frameworks of their specialist area to make day to day decisions and offer authoritative advice to others, often when such decisions and advice is unwelcome. Generally supervising others, they will take responsibility for team outputs, planning accordingly.

### The knowledge and skills required

Job holders need a thorough and detailed understanding of the practical and procedural regulations, working practices and policy background of the specialist area in which they work. This will come from a combination of formal training both, on and off the job and extended experience working in the relevant area.

Given the importance of maintaining accurate statutory records, some precision in typing and other administrative tasks is required.

### Thinking, Planning and Communication

Significant judgemental skills are required to prioritise, plan and manage a wide range of inter-related administrative tasks within short time scales.

Analysing day to day problems and interpreting occasionally conflicting information will be necessary to support the work of the wider team.

These roles will interact regularly with immediate colleagues, other Council employees and outside contacts. They will exchange varied information with others and will also need to advise and even persuade others, for instance seeking information or ensuring the timely completion of interdependent tasks.

**Decision Making and Innovation**

Although rules, regulations and standard operating procedures provide a firm framework for decisions and advice offered, the post holder will inevitably be expected to deal personally with unexpected situations from time to time. Particularly challenging or unusual problems will, however, be referred to the appropriate supervisor/manager.

### Areas of responsibility

The work carried out by the post holder directly benefits colleagues and/or external partners or the public by providing them either with services or authoritative advice and guidance.

Job holders will have supervisory responsibility over colleagues, volunteers or external contractors, and will be accountable for the quality and timeliness of teamwork outputs.

Roles will have direct financial responsibilities, but the precise nature of these will vary from post to post. While some may be accountable for spending decisions from an agreed budget, others may track and report of the movement of considerable sums.

Job holders will be expected to bear responsibility for the accuracy, confidentiality and security of the information they manage and share. They may, in addition, have responsibility for the care and safe keeping of office equipment.

### Impacts and Demands

There will be modest demand for enhanced physical exertion, as most work can be done in the context of a normal office, or similar, environment. Some lifting and carrying of files, printed material or equipment will, however, be needed quite regularly.

In an often busy and demanding working environment, job holders will need to engage in lengthy periods of concentrated mental attention to complete tasks and meet changing deadlines or deal with unavoidable interruptions.

Jobs holders will occasionally have contact with individuals whose circumstances or behaviour place more than normal emotional demands on the post holder.

With almost all work being carried out in normal office environments, there will be little or no exposure to disagreeable, unpleasant or hazardous working conditions. Job holders may, on rare occasions, experience unpleasant people related behaviour.