Person Specification

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St.Helens Council

Job Title: Licensing & Land Charges Assistant

Knowledge	E = Essential D = Desirable	Identified By
A working knowledge and understanding of licensing legislation including the Town Police Clauses Act 1847, the Local Government (Miscellaneous Provisions) Act 1976 and the Licensing Act 2003, and the Police and Criminal Evidence Act 1984.	Desirable	Application Form / Interview.
Skills and Abilities	**E = Essential D = Desirable**	**Identified By**
Effective communication / conflict management skills	Essential	Application Form / Interview
Observational and recording skills (minute taking)	Desirable	Application Form
Time management skills including working to time sensitive deadlines	Essential	Application Form / Interview
Customer care skills and experience of working in a similar environment with face to face appointments and calls.	Essential	Application Form / Interview
Organisational Skills	Essential	Application Form / Interview
Experience	**E = Essential D = Desirable**	**Identified By**
Experience of working in a licensing or similar regulatory service environment.	Essential	Application Form / Interview
Prior experience of time managing a busy workload / working to strict deadlines	Essential	Application Form / Interview
Experience of using a wide range of IT packages	Essential	Application Form

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Qualifications	E = Essential D = Desirable	Identified By
Educated to GCSE (5 at grade C or above) or Equivalent Standard	Essential	Application Form
NVQ Level 2 Business Administration or equivalent.	Desirable	Application Form
Other Circumstances	**E = Essential D = Desirable**	**Identified By**
Full Driving Licence	Desirable	Application Form
Be prepared to work flexibly, to include evening & weekend work where required.	Essential	Interview
An ability to fulfil all spoken aspects of the role with confidence through the medium of English	Essential	Interview