JOB DESCRIPTION

JOB TITLE: Committee & Appeals Officer

GRADED: GR3

DIVISION: Regulatory Services

NO OF POSTS: 1

SECTION: General Licensing

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: NO

1.0 JOB PURPOSE

1.1 To provide an administration support service for the Committee and Appeals process within the Licensing Service (General).

1.2 To work closely with Principal Licensing Officer and Senior Licensing Officers (General), Legal Services, Committee Services, Members of the Licensing Section, other managers and Senior Officers within the Department.

2.0 DUTIES AND RESPONSIBILITIES

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the section. They may also include any other duties that are commensurate with the grade and nature of the post.

2.1 To provide administrative support in the preparation of Committee reports for committee hearings, compilation of appeal files and statements for court hearings. All associated correspondence for notification of hearings and decisions.

2.2 To input and retrieve Committee Reports and documentation via the corporate database (Committee Management Information System CMIS).

2.3 To operate an effective brought forward system and progress chase any matters relating to Committee and Appeal cases in particular ensuring that relevant deadlines are met.

2.4 To set up, revise and maintain manual and computerised record systems to record committee and appeal hearings and their outcomes.

2.5 To produce statistical data on licensing matters from any record system.

2.6 To deal with telephone and personal enquiries on licensing matters.
2.7 To assist in the general administrative and clerical duties of the Section, as required, including photocopying and filing.

2.8 Any other duties commensurate with the grading of the post.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Senior Licensing Officer(s)

3.2 LEVEL OF SUPERVISION

Left to work within established guidelines subject to scrutiny by supervisor.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others):

NONE

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<tr>
<th>POST TITLE</th>
<th>GRADE</th>
<th>NO OF POSTS</th>
<th>LEVEL OF SUPERVISION*</th>
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5.0 SPECIAL CONDITIONS

Job currently based at the Licensing Section, Ashted Lock, Building 1-3, Ground Floor, Birmingham Science Park Aston, Dartmouth Middleway, Aston, Birmingham B7 4AZ although the post holder may, on occasions, be required to work from other locations.

May be required, on occasions, to work outside normal office hours.
# Person Specification

**Post:** Committee Support & Appeals Officer  
**Grade:** GR3  
**Division:** Regulatory Services  
**Section:** General Licensing  
**Directorate:** Place  

### Method of Assessment (M.O.A.)
- A.F. = Application Form;  
- I = Interview;  
- T. = Test or Exercise;  
- C. = Certificate;  
- P. = Presentation.

## CRITERIA | ESSENTIAL | M.O.A.
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**Education/Qualifications**  
NB: Full regard must be paid to overseas qualifications. |  |  
**Experience**  
(Relevant work and other experience) | Extensive experience of dealing with the public | AF + I  
| Recent Administrative / clerical experience | AF + I  
**Skills & Ability**  
(e.g. written communication skills, dealing with the public etc.) | An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016 | I  
| Ability to produce letters, standard and non standard and answering queries from Council Departments, Elected members, members of the public, external agencies and organisations. Ability to produce formal reports and documentation to include legal witness statements. | AF + I + T  
| Ability to give & receive information, either by telephone or face to face, in a clear, accurate manner, ensuring effective two way communication. | AF + I  
| Ability to deal with members of the public and other service users with tact and diplomacy in stressful situations. | AF + I  
| Word Processing skills and use of personal computers to input, retrieve and interpret information. | AF + I + T  
| Ability to work methodically, quickly and accurately. | AF + I  
| Ability to show attention to detail – Editing and proof reading documents. | AF + I + T  
| An ability to organise and prioritise workloads within a changing and flexible environment and to meet specific deadlines. The ability to work on your own initiative. | AF + I  
| Ability to work and interact within a team environment | AF + I  
**Training** | Ability to develop professionally on a continuous basis. | AF + I  
**Other** |  |  

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.