

Children's Licence and Notices Officer

Role Profile

Service: Children's Directorate – Access & Inclusion
Band: Band 3
Reporting to: Education Support Team Leader
Responsible for: No direct reports



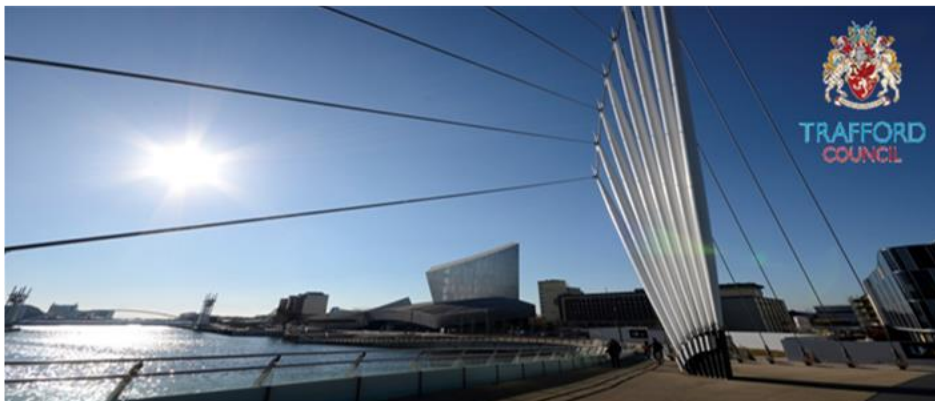
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- Provide administrative support in the issuing of licences for Children, Chaperones, Entertainment and Work Permits.
- Provide administrative support in the issuing of Education Penalty Notices.

Key duties

- Processing the administrative tasks associated with the issuing of the Child Employment, Child Entertainment and Chaperone Licences in accordance with the Local Authority and legislation regulations, working in partnership with colleagues, professionals, agencies, parents and applicants.
- Processing the administrative tasks associated with the issuing of the Educational Penalty Notices to parent/carers, monitoring and ensuring collections of payments are received; maintain comprehensive records and referring non-payment cases to the Senior Pupil Absence Officer to prepare for potential court action.
- Following the safeguarding administrative checks process, escalating concerns to the Pupil Absence Team Leader or Senior Colleague.
- Arranging, verifying and processing DBS checks for new and renewing applicants who are applying for Chaperone Licenses.
- Requesting references for Chaperone licence applications and referring to a Pupil Absence Officer for approval.
- Maintaining administrative systems for Children's Licenses and Penalty notices, ensuring accurate, relevant and up to date details and data are available to provide management information as required.
- Carrying out financial tasks including processing and recording of purchase orders and the monitoring of educational penalty notices, budgets and petty cash, where applicable.
- Maintaining and updating online information, including the Local Offer, with relevant changes to legislation, applications, and processes, under instruction from senior members of staff.

- Creating and maintaining secure records and case files, both manually and electronically, for children and young people requiring licences and/or being issued with educational penalty notices and ensuring the systems are compliant with the Data Protection Act and GDPR as required.
- Attending events relevant to the Pupil Absence team and their work as instructed to ensure knowledge is up to date and relevant.
- Undertaking any other duties and responsibilities required by the Head of Service which are commensurate with the grade of the post.

About You

Qualifications and Professional Development

- NVQ 2 in relevant subject or equivalent
- GCSE grade C or equivalent in Maths and English
- Evidence of continuing personal and professional development (CPD)

Experience and Knowledge

- Minimum of 1 years plus experience in a similar environment
- Experience of dealing with members of the public
- Experience of handling confidential and sensitive material
- Experience of data verification and data entry
- Understanding of Data Protection principles
- Knowledge of child employment and entertainment processes, legislation and regulations
- Awareness of children's legislation, practice and procedures
- Understanding of DBS processes
- Understanding and awareness of safeguarding processes and policies

Skills and abilities

- Ability to communicate effectively with colleagues, parents, managers and customers both verbally and in writing.
- Ability to prioritise, plan and manage a busy workload over extended periods, producing accurate work within deadlines.

- Ability to work on own initiative, sometimes without supervision but within broad guidelines supplied.
- Ability to work well under pressure, including, on occasions, in situations with the potential to encounter a verbally aggressive response.
- Ability to work effectively in a team.
- Ability to handle situations with sensitivity, tact and diplomacy and maintain strict confidentiality

Special Conditions

- N/A

Date prepared/revised	25.11.2021 / July 26 transferred to new template & minor updates
Prepared/revised by	Joanne Moore/LS
Job Evaluation	25.11.21 / Reviewed 13.8.24

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.