



# Falkland Islands Government – Job Description

<b>Job Title:</b>	Licensing Clerk
<b>Department:</b>	Emergency Services
<b>Reports to:</b>	Senior Clerk
<b>Grade:</b>	Falkland Islands Government Grade - G1

## Job Purpose

To provide a full licensing service to the community, provide clerical support to the department and act as desk officer as and when required.

## Main Accountabilities:

- Process all licence applications through the proper interpretation of the Licensing Ordinance.
- Produce monthly Road Traffic Licence Fee reminders and final reminders in a timely manner.
- Control all financial transactions in accordance with Financial Instructions.
- Prepare and distribute the Prohibition Order (Black List) in a timely manner.
- Ensure all filing is kept up to date and archived records are stored accurately.
- Provide clerical assistance as and when directed by the Chief Police Officer, Sgt Support or Senior Clerk.
- Make twice daily visits to the Post Office for delivery and collection of departmental mail.
- Make payments of licensing fees to the Standard Chartered Bank, ensuring Financial Instructions are complied with and all appropriate paperwork is copied to the Treasury in a timely manner.
- Act as Desk Officer ensuring good radio control and watch-keeping duties as required.
- Provide help and assistance to the general public as and when required.
- Ensure safe use of all police vehicles and equipment at all times.
- Maintain issued clothing and equipment items to a high standard.
- In the event of a major incident, assist in the casualty bureau in a clerical capacity.

***The job description is not an exclusive or exhaustive definition of your duties. You shall undertake such additional or other duties as may reasonably be required by FIG commensurate with your role and grade.***



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<b>Person Specification:</b>		Licensing Clerk		
<b>Criteria</b>		<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Education and Training:</b>				
GCSE English Language and Mathematics (Grade C or above or equivalent)		✓		A
Previous clerical experience of 1-2 years, good written and oral skills		✓		A/I/R
A full clean driving licence for manual and/or automatic vehicles is required		✓		A
Relevant qualifications in IT / typing / word processing (e.g. RSA, ECDL), or equivalent level of computer literacy		✓		A
NVQ Level 2 Customer Service			✓	A
ECDL qualifications			✓	A
<b>Knowledge, Skills and Experience:</b>				
Good interpersonal and verbal communication skills to effectively and politely deal with the public over the telephone, e-mail and face to face		✓		A/I
Working knowledge of Spanish			✓	A
A knowledge of the Police Database would be an advantage but not essential as training will be given			✓	I
<b>Personal Attributes:</b>				
Ability to show initiative and be self-motivated		✓		I/R
Able to adhere to strict confidentiality		✓		I
Willing to be flexible and work well in a small team		✓		I
Have a polite, friendly and approachable manner		✓		I/R
Accurate and methodical		✓		I/R

## Method of assessment:

A - Application Form  
 I - Selection Interview  
 R – Reference