

## Day in the Life of a License Support Officer



As a Licence Support Officer at the Canal & River Trust, no two days are the same, and I enjoy this as it provides me with a lot of variety which means I am always engaged and diligent. My role involves a high level of customer contact which means I am often responding to emails, answering the telephone or speaking with people while out on the towpath. Therefore, I have to be prepared for lots of incoming enquiries and know how to deal with these effectively to support my customers and provide the best possible solutions.

At the start of the week, I normally find myself checking on the various contacts I may have received over the weekend. I will then start to look at my caseload, which is broken down into tasks and handily laid out in a traffic light system, red-overdue, amber-current and green-future. Using this system, I will prioritise my work for the week ahead. For most of the time, this will involve me dealing with a mixture of cases involving unlicensed boats; boats not meeting their cruising requirements; customers who are struggling with their licence fees; or customers who have a disability which requires a special consideration to assist them in managing their boat on our waterways. To progress these cases, I draft letters to the customers which will then need to be delivered to their boats and posted to home addresses. I usually plan the middle of my week preparing and delivering these letters to boats myself. My time out on the towpath is a great opportunity to familiarise myself with any other local issues and/or visit other customers for any meetings I have arranged. The later part of my week will usually be spent contacting customers again, (following the letters I delivered earlier in the week) to provide support in finding solutions or resolving any issues they may be facing.

I am pleased to say that the majority of cases are resolved with a positive outcome for both the customer and the Trust alike. However, I do have to be prepared that sometimes this is not possible, and there is the possibility of having to escalate the case to the Trusts legal team for whom I would provide a case file for preparation of potential court action, whereby I may be required to act as a witness on behalf of the Trust.

Alongside my normal daily duties, I am always in regular contact with my team to provide assistance across the region, and to attend internal meetings and training sessions. Other members of my team include 3 other License Support Officers, 3 License Support Rangers and a License Support Supervisor. This for me is a great aspect of my role, as I enjoy working as part of a team and I am supported in exploring personal development opportunities.