

Role Profile

This section provides key information relating to the role

Job Title:	Licensing Technical Officer		
Post No:	RP0156	Grade:	H
Team:	Regulatory Services	Location:	Campus East
Responsible to:	Licensing Team Leader		

Overall job purpose:

The Licensing Team provides a statutory service for a range of licensing activities including The Licensing Act 2003, Gambling Act 2005, taxis, animal licensing and a range of other miscellaneous licenses.

Our primary aim is to uphold the licensing objectives, including public safety, prevention of crime and disorder, protection of children from harm and public nuisance.

In this role you will work with a range of businesses, legal representatives, responsible authorities, members and residents with your duties to carry out consultations, determine and issue licences in accordance with the Councils' scheme of delegation and attend hearings where necessary.

The postholder will provide specialist technical advice, and where necessary make decisions, respond to customer, officer, member and other service requests and enquires. To support the operational development and delivery of the Regulatory services department.

To work alone and as part of a team delivering statutory and other services with set targets and service standards, to make a positive contribution towards improving the health and environment of the Borough by means of advice, education, and provide support for enforcement action.

To carry out enforcement which is required in order to fulfil the Councils' statutory licensing and other duties, in accordance with the law, local policy and current national and other relevant guidance and having regard to the Councils' strategic priorities. Willingness to attend court, committees, or tribunals to give evidence.

Key areas of focus:

1.	<p>Receive, determine, carry out consultations and issue all licences within statutory and/or local performance timescales. Carry out any inspections and vehicle examinations which are required to satisfy this objective.</p> <p>Using specialist technical knowledge make an objective assessment of applications and applicants to determine licences having regard to all evidence (DBS; police intelligence; medical; vehicle inspections and other relevant information).</p>
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2.	Use a range of enforcement tools (including persuasion and effective communication) to seek compliance, including verbal and written warnings, use of licence conditions, suspensions, revocations and formal notices. Attending court, committees, or tribunals to give evidence.
3.	Provide specialist administrative support to ensure that the licensing service is efficient and effective in compliance with all statutory guidance and deadlines.
4.	Maintain up to date records on databases and other systems ensuring that data protection, management, quality, sensitivity and confidentiality requirements are met.
5.	<p>Work in partnership with the police, other local authorities and agencies and contribute to multi-agency enforcement operations; including intelligence gathering and sharing where required.</p> <p>To develop and maintain effective working relationships with the Council's key licensing partners e.g. Police, Trading Standards, DVSA Officers, HMRC officers and VOSA.</p>
6.	Handle and report any intelligence relevant to safeguarding or other duties and priorities to senior managers using the local authority mechanism for reporting.
7.	<p>Undertake personal learning development to maintain up-to-date technical knowledge, including attending courses, and own research and reading as required; so that the Council is able to meet their statutory obligations.</p> <p>To organise, supervise and take part in regulatory operations from time to time such as applying for hire operations, test purchasing in licensed premises and vehicle safety operations.</p>
8.	Carry out any other duties as directed from time to time consistent with the responsibilities and grade of the post.
9.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
10.	To comply with the Council's Health and Safety Policy and all guidance and instructions on safety matters. Maintain confidentiality of all computers and filing systems and comply with the Council's policies on data protection and information security.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
5 GCSEs including English and Mathematics grade C (level 4) or equivalent.	x		AP
A-Levels or equivalent.		x	AP
Evidence of continuing professional development.	x		AP
Licensing Qualification		x	AP
Knowledge			
Knowledge of licensing law, guidance, policy and procedures for licensing areas including Taxi and the Licensing Act.	x		AP/AS/IN
Knowledge of enforcement procedures, law and guidance including PACE	x		AP/IN
Knowledge of the Councils' priorities and how the licensing team contributes.		x	IN
Knowledge of other local authority services and their interaction with Licensing.	x		AP/AS/IN
Skills and abilities			
Able to write letters, reports and emails to communicate with customers, elected members, officers and others including the Police, Trading Standards, DVSA Officers, HMRC officers and VOSA.	x		AS/IN
Good written, spoken and listening communication skills. Ability to keep accurate and appropriate notes and records.	x		AS/IN
Ability to deal calmly with difficult situations and people in confrontational situations.	x		IN
Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact	x		AP/IN

and professionalism to diffuse confrontational situations.			
Good organisational ability to manage caseloads and conflicting priorities.	x		IN
Fully understands their role in the context of safeguarding children, young people and vulnerable adults.	x		IN
Able to write and prepare investigative reports, statements and prosecution case files.	x		AP/IN
Other attributes			
Willingness and ability to attend and give evidence at Council Committees and Court and to work alone or as part of a team maintaining accuracy and attention to detail throughout daily work	x		IN
To hold a full driving licence valid in UK and have access to a motor vehicle with business insurance	x		AP/IN
Demonstrate competency in MS packages including Word, Access, Excel and PowerPoint.	x		IN
Willingness and ability to work outside of normal office hours in order to meet the needs of the service to attend hearings, committee, partnership meetings and participate in partnership enforcement activities.	x		AP/IN
Able to understand and have a commitment to relevant Council Diversity and Equality policies.	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.