

Role Profile

This section provides key information relating to the role

Job Title:	Licensing Technician		
Post No:	P00216	Grade:	F
Team:	Regulatory Services	Location:	Campus East
Responsible to:	Licensing Team Leader		

Overall job purpose:

To be responsible for the day-to-day co-ordination and operation of the licensing systems and processes operated by the council Regulatory Service Team to ensure competent, timely and efficient administration of the licensing functions prescribed in the Constitution.

The first point of contact for all enquiries, providing necessary and appropriate specialist and detailed information in response to requests for service within statutory timescales of the Licensing Acts.

Manage, develop, coordinate, promote and monitor the work of the Multi agency Safety Advisory Partnership which operates across the Borough to deliver wider partnership objectives. Liaising closely with partner agencies to ensure that information is shared in a timely and appropriate manner. Supporting the chair in ensuring all meetings are organised, agendas are prepared and circulated, and accurate minutes are filed and distributed.

To work with partners in the development, delivery and evaluation of events and projects which are designed to meet the priorities set out in the Regulatory Services business, service and other plans.

Supporting all the teams within the Regulatory Service and be involved in projects as directed. Providing administrative and technical support particularly in design and IT, being capable of producing documents with a high technical content suitable for use in investigations, ensuring attention to detail and maintaining the profile of the Council. Identifying and undertaking systems improvement and making recommendations for system enhancements.

Key areas of focus:

1. Be the first point of specialist contact for all enquiries, from licensees, interested parties, elected Members and statutory responsible authorities. Provide necessary and appropriate specialist and detailed information to respond to requests for service within statutory timescales of the Licensing Acts. Organise own workload making decisions as to when and how duties are carried out and responding independently to unanticipated problems and situations. There are additional functions throughout the department to integrate with own deadlines on a weekly, monthly and annual basis.

2.	Provide accurate and detailed responses to requests from Police regarding intelligence on licensing matters including personal licence holder's nationwide geographic location and endorsements. This role requires theoretical, practical and procedural knowledge across a specialist area and includes prolonged periods of word processing and data input.
3.	Be responsible for managing all correspondence arriving in the department either electronically or by post including confidential and sensitive material relating to criminal records and enforcement initiatives. Ensure all correspondence is accurately recorded and appropriate action is taken for each document, including electronic logging and scanning of plans and statutory operating schedules. Ensure that all appropriate and necessary precautions are taken, particularly at the end of each working day to protect the security and integrity of confidential and personal data. This involves handling and processing considerable amounts of manual or computerised information where care, accuracy, confidentiality and security are important.
4.	Be personally responsible for the management and processing of all licence applications from initial receipt to production of the licence, ensuring all statutory timescales and requirements are adhered to, liaising with legal advisors and senior management when necessary. Continually maintain and update files (both paper and electronic) throughout the life of each licence.
5.	Be personally responsible for the registration and renewal of lotteries and the scheme for street and house to house collections. Collate, process and analyse statutory returns of accounts with the ability to identify and deal appropriately with potential contraventions of the legal requirements under the relevant acts.
6.	To account for all the income in relation to licensing and provide support to the corporate pursuit of all unpaid fees. Be directly responsible for the collection, control, documentation and banking of all fees and charges whether cheque, cash, card, invoice, or BACS. Cash income is around 100,000 a year so care accuracy and security are important and requires balancing of the accounts within licensing.
7.	Use appropriate bespoke computer software to produce accurate licences and sets of licence conditions, on time and for all licensing legislation in the field of environmental health responsibility.
8.	Manage all public registers of statutory licensing information, including making/writing regular updates to the Councils website and keeping the website current through rapidly changing legislation. Establish an online 'Point of Single Contact' for service providers to find out about doing business in the UK and apply for licenses online.
9.	Be the coordinating officer for the work of Multi agency Safety Advisory Group (<u>SAG</u>) which operates within the Borough. To include organisation and coordination of meetings, formulating agendas, preparing and disseminating minutes, dealing with correspondence and maintaining effective communication with all partners. Support the chair in ensuring all meetings that take place are organised, agendas are prepared and circulated, and accurate minutes are filed and distributed.

10.	To nurture relationships and enhance communications with the Safety Advisory partnership to ensure targets are met, this will include organising multi- agency debriefs following events and incidents.
11.	Liaise closely with all statutory and non-statutory partner agencies to ensure that relevant information is shared in a timely and accurate manner. Organise meetings of SAG subgroups, site visits and 'in performance inspections' exchanging relative and varied information between a range of audiences in a timely manner to develop solutions to problems throughout the year. This will involve direct liaison with senior officers of the council and emergency services.
12.	Be personally responsible for ensuring all necessary steps are taken for protecting commercially confidential and operationally sensitive information disclosed to the SAG to ensure commercial sensitivities are not compromised.
13.	Research and gather intelligence from a variety of sources related to event organisers and specific risks utilising suitable and appropriate research methods. Share relevant findings with the chair, colleagues and partners to ensure preparedness ahead of any necessary meetings/communication/operations with organisers.
14.	Manage the electronic system of event notifications, maintain all appropriate files, ensure all members are updated of new events, arrange and attend meetings as requested and produce accurate and timely minutes.
15.	Attend internal monthly event health and safety planning review meetings to provide a SAG perspective to the meeting. Enable information to be shared effectively without crossing the boundary between event planning and the role of the SAG. Where appropriate, attend event specific planning meetings in an observer role to enable effective and timely information sharing back to the SAT. Work with the chair of the SAG to regularly review and update the Operating Procedure of the team seeking approval from members as required.
16.	Support the administration of working groups coordinated by the Regulatory Service department Taking accurate minutes of meetings, sharing information and helping to enable cross- department working.
17.	Support the Health, Safety and Resilience manager for example in running training courses for WRAP (workshop to raise awareness of prevent) anti-terrorism and other exercises and emergency operations. Collecting details of staff across the council who will be attending and helping to ensure information is shared ahead of the training as appropriate.
18.	Support the administration of the Licensing Team. Particularly in the preparation and production of mailshots informing drivers of changes to the taxi ranks or the impact of traffic management plans for major events in the borough.
19.	As and when required carry out community engagement/consultation to allow residents and community groups to get involved and influence decisions around licensing and other policy.
20.	Covering for relevant colleagues on annual leave or sickness in the team ensuring business continuity is retained. These tasks and duties have a direct impact on the wellbeing of individuals and groups of people.
21.	Competently use appropriate computer software to produce letters, mailshots, reports, charts and maps. Using creative and developmental skills to analyse and interpret complex information and produce leaflets, presentations, minutes, and other documents as required. Also have the ability to design and produce posters and information sheets for both internal and external use to encourage staff to attend training sessions or posters for use at council-run stalls and events.

22.	Attend meetings where necessary to discuss corporate changes to the website and other electronic media. Be part of the department's website development team, working to ensure that pages are kept up to date and aiming to keep the information relevant, sufficient and user – friendly.
23.	Be part of the team monitoring and running the WHBC twitter account Increasing awareness of Regulatory Service to the public and businesses, tweeting events, activities and retweets from government agencies.
24.	Duties are varied with conflicting work demands on a daily basis. Several involve prolonged periods of mental attention editing, redesigning, formatting and proof reading for example reports and member development packs for the Head of service to a high level of accuracy. Other documents include policy documents and official letters for instance responding directly to an MP regarding the outcome of a licensing hearing.
25.	Undertake the role of a loggits to support senior officers responding to serious incidents or in response to civil emergencies. Personally prepare and maintain accurate decision and action logs in a format suitable for use in court or a public enquiry and attend critical events and perform the role of an event central loggist.
26.	Participate in the updating of plans, emergency equipment and procedures to assist in the service wide response to business continuity and planning for emergencies.
27.	Assist with the recruitment of new staff and supervise the work of contracted staff (on an as and when basis). Assisting staff to adapt to new software and IT applications to ensure records are up to date.
28.	Within all areas of work it is necessary to follow recognised procedures and organise own workload making decisions as to when and how duties are carried out and responding independently to unanticipated problems and situations. There are additional functions throughout the department to integrate with own deadlines on a weekly, monthly, and annual basis.
29.	To hold appropriate authorisations and police accredited powers to enable effective service delivery for licensing functions as allocated. Be prepared to attend and give evidence at Court as required. Ensure continuous professional development is undertaken and documented to fulfil this role.
30.	Observe the Council customer care policies in all aspects of employment and service provisions. To be aware of and comply with the Council policies in respect of health and safety at work and data protection.
31.	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.
32.	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.
33.	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			
Good general standard of education to GCSE's or equivalent	x		AP
A level qualification		x	AP/IN
Consistent work record in a job requiring self-motivation and independent decision making, within a team structure	x		AP/AS/IN
Experience in one or more fields relevant to Licensing		x	AP/IN
Experience in a Licensing function involving personal contact with clients		x	AP/IN
Relevant experience in a general office environment	x		AP/IN
Knowledge			
Sound understanding of office procedures	x		AP/IN
Working knowledge of Microsoft Office applications including Word, Excel, MS Publisher and PowerPoint	x		AS/IN
Demonstrate an understanding of the principles of equality and diversity	x		AP/IN
Experience in the use of customer database systems	x		AP/IN
Knowledge of the Councils' priorities and how the licensing team contributes		x	AP/IN
Knowledge of other local authority services and their interaction with Licensing		x	AP/IN
Skills and abilities			
Good interpersonal skills, ability to communicate effectively, in all media, at all levels.	x		AP//IN
Able to write letters and emails to communicate with customers, elected members, officers and others	x		AP/AS/IN

Flexible approach and willingness to turn hand to a variety of tasks and new tasks as they arise	x		/IN
Proven time management skills and the ability to prioritise work and understand/meet deadlines	x		AS/IN
Other attributes			
Able to securely handle confidential and sensitive information	x		AP/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.