

Licensing Officer - Career Grade Scheme (Grades 3-4)

Job	Grade	Band	Person Specification	Key Competencies	Duties and Responsibilities	Specific Deliverables
Trainee Licensing Officer	3	7-14	<p>NVQ3 level of qualification or equivalent knowledge gained through experience</p> <p>Ability to interpret information and solve straightforward problems. Calm and clear minded.</p> <p>Good communication skills. Able to ask questions, seek clarification and exchange information using tact and diplomacy with a range of audiences.</p> <p>Able to work within procedures, which leave some room for initiative and can work individually and as part of a team.</p> <p>Flexible and collaborative in their approach and service user focussed</p>	<p>Developing experience across the range of licensing functions</p> <p>Competent and developing communication skills.</p> <p>Able to record and report clear, factual information.</p> <p>Able to focus and move between tasks.</p> <p>Able to prioritise work to ensure statutory deadlines are met</p> <p>Good customer skills.</p>	<p>Actively assists the Licensing team in the administration of a range of licensing regimes.</p> <p>Provide support, advice and information to businesses and citizens.</p> <p>Keeping accurate records in the prescribed systems.</p>	<p>Administering applications and variations, processing documentation and records relating to all relevant licensing regimes including the Licensing Act 2003, Gambling Act 2005, Taxi and Private Hire licensing, Charity Collections.</p> <p>Supporting the organisation of committee processes and training.</p> <p>Liaising with applicants to ensure appropriate information and documentation is received.</p> <p>Issuing reminders when licenses are due for renewal.</p>

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			<p>Progression Indicators to grade 4</p> <p>Completion of 'Level 2' National Certificate for Licensing Practitioners</p> <p>Able to obtain membership of the Institute of Licensing at 'Associate' level</p> <p>Continued professional development</p>		<p>High-level competency and experience in accurately progressing and completing routine, time-sensitive and more complex issues.</p> <p>Seeks appropriate mentoring in a timely way.</p> <p>Responds positively to mentoring and developmental challenge in the work environment.</p> <p>Consistently evidences ability to support and work collaboratively with colleagues the community and stakeholders at all levels in dealing with straightforward matters.</p> <p>Consistently seeks to deliver good customer service and is supportive of, and promotes that objective, with colleagues.</p> <p>Demonstrates continuing development and refinement of communication skills. Can engage constructively with customers at formal and informal meetings in a positive and "plain English" manner.</p>	
Licensing Officer	4	15 - 24	<p>NVQ3 standard or with an equivalent level of experience. Holding a 'Level 2' National Certificate for Licensing Practitioners or Gambling Practitioners, and/or membership of the Institute of Licensing at 'Associate' level.</p> <p>Competency in accurately progressing and completing routine, time-sensitive and more complex issues, requiring significant attention to detail and following applicable regulations and procedures.</p> <p>Adaptable communication</p>	<p>Knowledge and experience across the full range of licensing functions.</p> <p>Able to communicate with a range of audiences in a confident and tactful way.</p> <p>Sound financial and other information record keeping and able to use the organisations systems to effectively record and report accurate, clear and factual information.</p> <p>Able to work independently, organising</p>	<p>The delivery of licensing services to local communities and businesses whilst promoting the licensing objectives.</p> <p>Advising customers on national and local licensing requirements.</p> <p>Working as part of a team to deliver licensing administration.</p> <p>Supporting the licensing and regulatory committees.</p>	<p>Processing applications and variations, processing documentation and records relating to all relevant licensing regimes including the Licensing Act 2003, Gambling Act 2005, Taxi and Private Hire licensing, Charity Collections to the point of determination and issue of licenses and decisions.</p> <p>Writing reports for and presenting applications to committees.</p> <p>Organising training for and</p>

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			<p>skills, and able to use basic persuasion, negotiation and training skills.</p> <p>Ability to effectively organise and prioritise own workload and recognise/ alleviate pressure on team colleagues during frequent periods of high demand, are essential. Competing priorities must be well-handled and efficient time-management demonstrable.</p>	<p>own workload and completing all tasks carried out by the team with attention to detail.</p> <p>Able to cope with competing demands and work-related pressures.</p> <p>High-level customer care skills.</p>		<p>providing training when appropriate to committee members.</p> <p>Responding to complaints and queries from applicants, the public and other agencies.</p>