



## **JOB DESCRIPTION**

**POST: TRAINEE / LICENSING OFFICER**

**DEPARTMENT: PUBLIC PROTECTION**

**REPORTING TO: Assistant Manager – Food Safety and Licensing**

**RESPONSIBLE FOR: N/A**

**GRADE: 3 or 4**

This is a career grade post. Appointment at the different entry levels will be dependent upon knowledge, skills, competency and business need at the time.

## **MAIN JOB PURPOSE:**

At a level appropriate to the grade and stage of development of the jobholder:

- a) To take an active role in supporting the day-to-day delivery of licensing services to local communities and businesses, with a focus on promotion of licensing objectives, business support and compliance, achieving balanced outcomes for communities and delivering services linked to strategic priorities.
- b) Core duties comprise advising customers on national and local licensing requirements and processing licensing applications pursuant to the Licensing Act 2003, Gambling Act 2005, Taxi and Private Hire licensing, Charity Collections, and other related functions administered by the Food, Safety and Licensing Team. This will include developing detailed specialist knowledge in one or more areas of licensing work.
- c) The jobholder will work flexibly, including networking across teams and with partner agencies. The jobholder will perform such other duties as may be reasonably required to help deliver strategic priority outcomes and enhanced customer experience.

## **DUTIES AND RESPONSIBILITIES:**

At a level appropriate to the grade and stage of development of the jobholder:

- a) To analyse, interpret and efficiently deal with licensing enquiries made through all channels providing clear, timely and joined-up advice and guidance to local communities and businesses, colleagues and partners across all core areas designated to the post to ensure that regulatory (and any exemption) requirements, including local policy and procedure, are satisfied.
- b) To evaluate, process and in appropriate cases determine licensing applications in respect of business, leisure, event and fundraising activities and any other processes arising from new or amended licensing regulation.

- c) To ensure the timely and effective monitoring, assessment and progression of day-to-day licensing issues and complaints which may, in appropriate cases, require compliance advice, evidence gathering and referral to enforcement or committee.
- d) To ensure that Data Protection principles are understood and complied with in relation to the Council's licensing and related work and collate and provide timely and relevant data to the organisation's Information/Communication Officers in relation to any Freedom of Information, press or similar enquiries.
- e) Collate, compile, and maintain records and registers utilising appropriate computer and other filing systems. Records shall be accurately and effectively maintained and kept up to date to ensure efficiencies and continuity for colleagues.
- f) To assist with the development and maintenance of the Councils' licensing software, web pages, registers, guidance, and self-service functionality.
- g) To support service needs in relation to urgent committee referrals, which may from time-to-time require the post-holder to draft urgent committee reports for time-sensitive individual case matters. This will require use of up-to-date templates, procedures and precedents made available, and liaison with Committee Services to arrange hearing dates in accordance with statutory timeframes.
- h) The jobholder will develop higher level knowledge and competence in one or more areas of the Council's licensing functions for receiving more technical or complex enquiries, including referrals from colleagues. This will include case management of applications, legal compliance assessment and interpretation following local and national policy, guidance, and precedents. The jobholder will be expected to promptly liaise with the Corporate Manager – Licensing and other stakeholders in respect of contentious, complex or event licence applications.
- i) The jobholder will perform such service duties as may be reasonably required including income collection and reconciliation, project support tasks (including web and ICT), committee and hearing support, working groups and meetings, customer support tasks and development of policy and procedures.
- j) Any other duties of a similar nature which may be required.

### **Additional information**

- a) Does this job require a DBS check? Yes, the job holder will themselves be initiating DBS checks for license applicants.
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity.
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office.

*This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.*

## PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

**Job Title: Trainee Licencing Officer**

<p><b>REQUIREMENTS</b> The postholder must be able to demonstrate:</p>	<p><b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation</p>
<p><b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> <li>NVQ3 level of qualification or with an equivalent level of experience.</li> </ul>	<p>A</p>
<p><b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i></p>	
<ul style="list-style-type: none"> <li>Developing competence and experience in the multidisciplinary field of local authority licensing services including an understanding of Licensing Act 2003, Gambling Act 2005 and Taxi and Private Hire licensing concepts.</li> <li>Developing experience of Local Authority multi-disciplinary licensing services.</li> <li>Ability to work in an adaptable, busy and responsive environment is essential.</li> <li>Developing ability to work to tight deadlines and prioritising of competing demands on resources is essential.</li> <li>Ability to work in a team, on own, and with a broad and diverse range of customers and colleagues is essential.</li> </ul>	<p>A/I</p>
<p><b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> <li>Ability to accurately progress and complete routine, time-sensitive issues, requiring significant attention to detail and following applicable regulations and procedures, is essential.</li> <li>Developing communication skills to deal with customers and clients with varying levels of knowledge. Good inter-personal skills in a range of situations are essential.</li> <li>Developing customer care skills, including for personal appointments, are essential.</li> <li>Ability to develop sound financial record keeping and monitoring.</li> <li>Flexible, collaborative, and co-operative attitude. A willingness to use and develop transferable skills and deploy these outside of own specialism or comfort zone.</li> <li>An outward looking perspective to relate the needs of the team and service-users to wider working including business/community support.</li> <li>Dealing with an often-demanding customer base is a routine requirement, as is an awareness of commercial sensitivity in</li> </ul>	

<p>supporting what is a competitive service-user environment. Equal, ethical, and consistent handling of applications, customers and enquiries are essential.</p> <ul style="list-style-type: none"> <li>• Ability to quickly assimilate and apply new information in a range of scenarios is essential.</li> <li>• Developing customer care skills. The jobholder will deal with a broad and diverse base of customers and regularly have access to protected or confidential data or information.</li> <li>• Ability to work well on own, as well as in service or wider teams.</li> <li>• Respect and empathy for the views of others. Many customers are not working or are anxious to obtain licences for their business continuity and livelihood.</li> <li>• Developing skills to allow productive resolution or progress of enquiries, and a facilitative and problem-solving approach to not unnecessarily deter local business and community activities.</li> <li>• A commitment to personal development in a challenging and adaptable working environment.</li> </ul>	
<p><b>BEHAVIOURS</b> Behaviours will be tested at interview against the Council's values (further detail below)</p>	
<p>Empowering, valuing, and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious</p>	<p>I/TP I/TP I/TP I/TP I/TP</p>
<p><b>EQUALITY AND DIVERSITY</b></p>	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>

**PERSON SPECIFICATION**

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

**Job Title: Licencing Officer**

**This person specification builds on that for Trainee Licensing Officer Grade 3**

<p><b>REQUIREMENTS</b> The postholder must be able to demonstrate:</p>	<p><b>MEASURED BY:</b> A Application form I Interview T/P Test/Presentation</p>
<p><b>EDUCATION/TRAINING</b> <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> <li>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' or higher level will be desirable, although not essential - providing an equivalent level of experience and competence is demonstrable.</li> </ul>	<p>A</p>
<p><b>KNOWLEDGE &amp; EXPERIENCE</b> <i>(e.g. report writing, office experience, Microsoft office)</i></p>	
<ul style="list-style-type: none"> <li>Developed and up-to-date competence and experience in the multidisciplinary field of local authority licensing services. The knowledge necessary for this post includes a higher-level understanding of Licensing Act 2003, Gambling Act 2005 and Taxi and Private Hire licensing concepts.</li> <li>Proficient and up to date experience of Local Authority multi-discipline licensing services is essential.</li> <li>Experience of working in an adaptable, busy and responsive environment is essential.</li> <li>Experience of working to tight deadlines and prioritising of competing demands on resources is essential.</li> <li>Experience of working in a team, on own, and with a broad and diverse range of customers and colleagues is essential.</li> <li>Awareness of the local licensed business community and events is desirable in this role.</li> </ul>	<p>A/I</p>
<p><b>SKILLS/ATTRIBUTES</b> <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i></p>	
<ul style="list-style-type: none"> <li>High-level competency and experience in accurately progressing and completing routine, time-sensitive and more complex issues, requiring significant attention to detail and following applicable regulations and procedures, is essential.</li> <li>High-level and adaptable communication skills are essential given the broad nature of customers and clients with varying levels of knowledge. Good inter-personal skills in a range of situations are also essential.</li> <li>Demonstrable high-level customer care skills, including for personal appointments, are essential. Duties will include dealing</li> </ul>	<p>A/I</p>

with sensitive and confidential matters.

- Demonstrable competence in sound financial record keeping and monitoring is desirable. Experience of raising purchase orders, issuing payment demands, taking card payments and timely collection and recording of recurring payments by due dates are essential.
- Flexible, collaborative, and co-operative attitude. A willingness to use and develop transferable skills and deploy these outside of own specialism or comfort zone. Active participation in team and wider corporate projects is necessary.
- An outward looking perspective to relate the needs of the team and service-users to wider working including business/community support.
- Dealing with an often-demanding customer base is a routine requirement, as is an awareness of commercial sensitivity in supporting what is a competitive service-user environment. Equal, ethical, and consistent handling of applications, customers and enquiries are essential.
- An ability to switch disciplines, and offer joined-up advice, at the first point of contact. Making further analytical enquiries and proactively gathering additional information to assist the team, other Council departments and external colleagues is essential.
- Ability to quickly assimilate and apply new information in a range of scenarios is essential.
- An 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.
- Sensitivity, confidentiality, and excellent customer care skills. The jobholder will deal with a broad and diverse base of customers and regularly have access to protected or confidential data or information.
- Patience and tact, as well as influencing skills. Balanced and legally sound outcomes are core to the functioning of the team with many applications involving conflicting views or representations.
- Resilience, calm focus, and consistency are essential. A high-level team player with a professional attitude. Ability to work well on own, as well as in service or wider teams.
- Respect and empathy for the views of others. Many customers are not working or are anxious to obtain licences for their business continuity and livelihood. A firm but fair attitude is often necessary to deal with unreasonable expectation of service delivery (i.e., same day), complaints about central government rules or other matters beyond the direct control of the service/organisation.
- Using initiative to productively resolve or progress enquiries, and a facilitative and problem-solving approach to not unnecessarily deter local business and community activities.
- Ability to convey some complex concepts in simplified and targeted language and by relating to practical examples/scenarios.
- A commitment to personal development in a challenging and

adaptable working environment.	
<b>BEHAVIOURS</b>	
Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing, and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP I/TP I/TP I/TP I/TP
<b>EQUALITY AND DIVERSITY</b>	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	A/I



**OUR PEOPLE**



**OUR CUSTOMERS**



**BEING OPEN and HONEST**



**TAKING OWNERSHIP**



**BEING AMBITIOUS**



# Our Values

...we believe in

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

