

JOB SUMMARY

Post Title	Assistant Licensing Officer - (Operational)						
Job Family	<i>Service Delivery</i>	Pay Range	<i>08</i>	Line Manager to others?	No	Role profile ref	<i>SD08</i>
Service Area	<i>Community Services – Licensing</i>						
Line Manager	<i>Assistant Licensing Manager</i>						
Location	<i>County Hall</i>						

Job Purpose

Carry out the Council's licensing functions under the relevant legislation in accordance with the relevant guidance, policies and procedures.

Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

1. Collate, approve and process all applications and notifications for activities overseen by the Licensing Team and issue licences.
2. Advise on, exchange with, and clarify information relating to licensing matters to the general public or their representatives, public sector organisations, private sector businesses and other relevant groups, in accordance with relevant guidance, policies and procedures.
3. Maintain the departmental website, on-line licensing facility, licensing registers and on-line consultations.
4. To attend and assist Licensing Officers at outdoor events and to organise, attend and make notes of Safety Advisory meetings as and when required.
5. Ensure that all relevant information is entered on to the appropriate computer database or file following, telephone conversations or the receipt of information from any other source in accordance with relevant guidance, policies and procedures.
6. Keep up to date with legislative developments in relation to licensing and its impact upon the Council.
7. To undertake routine inspections of low-risk licensed premises to ensure compliance with licence conditions and/or consents.
8. To undertake enquiries into low level service requests and investigations.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>A good knowledge of Licensing Legislation including national and local policies, guidance and processes</i>	E	
Practical knowledge of a range of procedures and processes to support clients.	<i>A good understanding of the local and national legislative guidance and processes to ensure that council remains compliant.</i> <i>Be able to discuss these requirements with the service users and to advise accordingly.</i>	E E	
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>A comprehensive knowledge of the roles and responsibilities of various internal or external departments, agencies and partners who may have a statutory or non-statutory role within the various licensing regimes.</i>	E	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Proven ability of dealing with a wide range of customers, including businesses, professional bodies and members of the public, to ensure that there is a clear understanding of processes and roles enabling productive relationships to be created.</i>	E	

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Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<p><i>Experience of making judgements when undertaking your work, based on experiences and taking into account the current situation</i></p> <p><i>Experience of comparing situations to desired outcomes, or certain standards, and then forming decisions and recommendations to achieve satisfactory outcomes to ensure compliance with licence conditions or legislative requirements.</i></p>	E	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>To understand the importance of building and maintaining constructive working relationships to achieve the desired outcomes, as well as avoiding unnecessary complaints.</i>	E	
Proven ability to research, analyse and present complex information.	<p><i>To be able to produce written reports or responses in a way which can be easily understand using plain English.</i></p> <p><i>Be able to effectively communicate using emails, letters, or verbal conversation.</i></p>	E	
Proven ability to prioritise own workload and achieve deadlines.	<p><i>Proven ability to prioritise own workload and achieve deadlines</i></p> <p><i>Doing what you say you will do, when you say you will do it and communicating the outcome.</i></p> <p><i>Using your initiative and innovation to solve everyday problems.</i></p>	E	
Literate and numerate. Ability to maintain required records.	<i>To be able to produce reports in an easy-to-understand format.</i>	E	
ICT skills including use of Microsoft applications.	<p><i>Considerable experience of Microsoft Outlook and Word.</i></p> <p><i>Knowledge and experience of other Microsoft applications (e.g. Excel, Access, Teams, PowerPoint, Visio).</i></p> <p><i>Use of database systems.</i></p>	E	
Proven ability to communicate one to one and in small groups.	<i>To be able to listen to people and give correct, timely responses, using and understanding appropriate methods of communication</i>	E	
Proven ability to manage challenging behaviour in clients.	<i>To act with integrity at all times and have confidence in your knowledge and abilities to be able to manage challenges in the role.</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
GCSE level qualifications or equivalent.		E	

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Relevant vocational / professional qualification.	<i>BIIA Level 2 Award for Licensing and Practitioners (Gambling).</i> <i>BIIA Level 2 Award for Licensing Practitioners (alcohol).</i> <i>To work towards the Institute of Licensing Practitioners Qualification.</i>	E E	D
Other Requirements			
<i>Be able to be work flexible hours including late nights and weekend working</i>			
<i>Full clean driving licence and access to a suitable vehicle to undertake inspections.</i>			
<i>Demonstrate a willingness to learning.</i>			
Organisation Structure (optional)			