

## JOB SUMMARY

<b>Post Title</b>	<b>Licensing Officer</b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	9	<b>Line Manager to others?</b>	No	<b>Role profile ref</b>	
<b>Service Area</b>	<i>Community Services - Licensing</i>						
<b>Line Manager</b>	<i>Assistant Licensing Manager</i>						
<b>Location</b>	<i>County Hall</i>						

**Job Purpose**  
 Assist in ensuring that all the Council's statutory functions relating to licensing are properly discharged.

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

1. Advise on, exchange with, and clarify information including mediation 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.
2. Undertake detailed inspections/investigations of premises to determine whether licensed activities are effectively controlled, legislation is complied with and to offer advice on good practice.
3. Revisit premises, as appropriate, to establish whether remedial action has been taken to comply with necessary requirements.
4. Investigate requests relating to unlicensed activities or non-compliance with licence conditions.
5. Take appropriate enforcement action, preparing comprehensive letters, reports, schedules and legal notices in accordance with relevant policies and procedures.
6. Instigate and/or assist in the planning and promotion of relevant issues or campaigns.
7. Be available to work outside of normal working hours as agreed within the constrained hours defined by the post.

<b>Knowledge, Skills and Experience</b>			
<b>Role Profile requirements.</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>A high level of licensing experience and knowledge.</i>	<b>E</b>	
Practical knowledge of a range of procedures and specialist equipment to support clients/businesses.	<i>A good understanding and knowledge of licensing legislation and the principles of regulation.</i>	<b>E</b>	
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>An understanding of the needs of the community/business and current local government policy context and the role of the Local Authority.</i>	<b>E</b>	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Can challenge in an assertive but considered manner to ensure that a full assessment of compliance is achieved at an intervention or as a consultee</i>	<b>E</b>	
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<i>To consider information objectively and have the ability to identify hazards and understand the principles of risk to determine the most appropriate course of action to achieve a suitable outcome.</i>	<b>E</b>	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>The ability to communicate persuasively with confidence both orally and in writing, demonstrating the ability to influence and appropriately choose the right style of</i>	<b>E</b>	

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	<i>communicate to fit the audience.</i>		
Ability to research, analyse and present complex information.	<i>Interpretation and application of legislation of information and technical reports.</i>	<b>E</b>	
Proven ability to prioritise own workload and achieve deadlines.	<i>Ability to priorities own work load and assist staff members when required with their work loads.</i>  <i>Ability to understand and dentification of sections priorities and implement plans accordingly.</i>	<b>E</b>	
Literate and numerate. Ability to maintain required records.	<i>An ability to act on own initiative and take responsibility for decisions to achieve outcomes.</i>  <i>Required to produce clear, concise and accurate letters and reports in plain English</i>	<b>E</b>	
ICT skills including use of Microsoft applications.	<i>All actions are generated from and recorded on a computer-based software system therefore willingness to develop knowledge and skills in this area.</i>	<b>E</b>	
Proven ability to communicate one to one and in small groups.	<i>The ability to operate effectively with other, able to influence others and demonstrate understanding.</i>	<b>E</b>	
Proven ability to manage challenging behaviour in clients/business owners.	<i>Have the ability to challenge staff and business behaviours to ensure compliance with legislative requirements.</i>	<b>E</b>	
	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to A Level	<i>2 A Levels (or equivalent experience)</i>	<b>E</b>	
Relevant vocational / professional qualification.	<i>BIIA Level 2 Award for Licensing and Practitioners (Gambling).</i>	E	
	<i>BIIA Level 2 Award for Licensing Practitioners (alcohol).</i>	E	
	<i>Institute of Licensing Practitioners Qualification.</i>	E	
	<i>Animal Inspectors Course</i>	E	
<b>Other Requirements</b>			
<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>			
<b>Organisation Structure (optional)</b>			