

Job Description

Department:	People & Communities
Division/Section:	Communities and Safety/Regulatory Services
Job Title:	Licensing Officer
Post No:	TBC
Grade:	7
Reports to:	Senior Licensing Officer
Organisation Chart: Show immediate manager and any jobs reporting to this post.	<pre> graph TD LBM[Licensing & Business Manager] --> SLO[Senior Licensing Officer] LBM --> RO[Regulatory Officers x2] LBM --> SRO[Strategic Regulatory Officer] SLO --> LO[Licensing Officers x5] </pre>
DBS Check applicable?	Basic ☐ Standard ☐ Enhanced ☐ None ☒
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? Yes ☐ No ☒
Line Management responsibility for:	No. of direct reports: None No. of indirect reports: none
Size of budget:	Not Applicable

Job Purpose:	1. Being an integral part of the Licensing Team undertaking a wide range of frontline licensing responsibilities and associated duties. Managing customer contacts in an efficient, effective and approachable manner. 2. Providing a knowledgeable and professional licensing function, ensuring a high standard of customer service delivery. 3. Carrying out inspections to verify licence information, confirm compliance with licence conditions, and obtain evidence of non-compliance as well as undertaking enforcement activities. Providing a consultation and advisory service for Service users both on and off site to ensure compliance with legislation

Main Duties & Responsibilities (in order of Importance)

1. Receiving and resolving service requests from customers by, telephone, email, post and in person. Providing advice on services within the Section, and being responsible for ensuring any necessary follow up action is carried out to a satisfactory conclusion.
2. Develop and maintain a high level of IT skills which includes a good understanding of APP, Microsoft applications and other software as required.
3. Inspection of premises, vehicles and areas to verify licence information, confirm compliance with licence conditions, and obtain evidence of non-compliance.
4. Managing and taking responsibility for a case load to include licensing applications, variations, renewals, and mediation as and when required both on and off site.
5. Undertaking licensing enforcement duties including following up complaints about breaches of licence conditions.
6. To provide practical support and advice to businesses in relation to COVID safety measures/infection control.
7. Liaising on a regular basis with both internal and external Responsible Authorities using a variety of forums to help ensure the effective provision of the service.
8. Contribute to the development of the service, by means of benchmarking, customer consultation exercises, and joint projects with partner organisations to facilitate improvements.
9. Undertake and support project based work streams and initiatives, including production of all necessary documentation.
10. To undergo training, both external and internal, in connection with the requirements of the post as well as working towards appropriate qualifications as agreed with the Senior Licensing Officer and Licensing & Business Manager.
11. To ensure that confidentiality and integrity is maintained in the handling of sensitive information as per the relevant legislation.

12. To maintain a public register of all actions relating to licensing activities as required by legislation. 13. Manage the invoicing process from initiation through to debt recovery, ensuring that all monies are collected in an efficient and effective manner as per the council's policy and procedures. 14. An ability and willingness to work flexibly, arranging work patterns, and prioritising work to meet the needs and demands of the Section. This may mean working unsociable hours on occasion. 15. Provide training and support for new and temporary members of staff within the team, assisting them with any queries or problems. 16. Carry out all responsibilities with regard to Council policies.	
Generic Responsibilities:	To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: November 2021

COMPLETED BY: Gareth Brighton