

Job Description

Service:	Community
Job title:	Licensing Officer
Grade:	F
Hours of work:	37
Responsible to:	Licensing Manager
Responsible for	
Direct reports:	None
Indirect reports:	None
Budget:	N/A

Purpose of Post:

The post forms an integral part of the Licensing Team within the Service. The Team is responsible for all of the Council's licensing functions and its role has broadened significantly over the past decade as the licensing responsibilities of the courts has been transferred to local authorities.

The Licensing Officer will be responsible as part of a team for the administrative processes of considering and determining applications and assisting both in the enforcement of licensing conditions and the investigation of unauthorised activities.

To provide professional expertise and to fulfil the duties of a Licensing Officer to enable the Council to effectively discharge its responsibilities, duties and functions.

Key Deliverables:

Provide advice, guidance and support to applicants, and potential applicants for a wide range of licensing regimes, including but not limited to those listed below

- Premises licences, club premises certificates, personal licences and temporary events notices for alcohol and regulated entertainment;
- Premises licences for betting and gaming, adult gaming centres, family entertainment centres, betting offices, betting at race tracks, bingo, club machine permits, gaming machines, small society lotteries;
- Taxis, private hire vehicles, private hire operators and taxi and private hire drivers;
- Sex establishments;
- Street trading consents;
- Pavement cafes;
- Charitable collections;
- All Animal licensing included in the AW2018 regulations, dangerous wild animals and zoo's
- Scrap metal

When required to support the admin team, who receive and verify applications for Council's licensable activities, including ensuring the receipt of relevant fees.

Ensure that the appropriate consultation has been undertaken by applicants and liaising with police, fire, highways, etc. in other cases where consultation has to be undertaken by the Council. Determine applications in accordance with the Council's Constitution and Scheme of Delegation.

To provide support to applicants, and to undertake as appropriate, relevant checks and inspections associated with licensing processes and procedures. Including undertaking Disclosure and Barring Service (DBS) verification checks, and vehicle inspections.

Produce reports for, and attend where necessary, meetings of the Council's Licensing and Protection Committee, Licensing Committee and associated Applications Sub-Group and Sub-Committee. Acting in a 'responsible authority' role as appropriate.

To carry out systematic inspections and other interventions at licensed premises and activities at intervals that are in accordance with legislation, codes of practice and departmental procedures. Maintain and update database records which relate

to those premises, evaluate compliance with relevant legislation and initiate appropriate action in accordance with departmental policies and procedures and the Council's scheme of delegation.

Respond to complaints and service requests, evaluate and resolve by the most satisfactory course of action through advice, discussion, persuasion, mediation, enforcement and/or prosecution having due regard to legislative requirements, case law and in accordance with departmental practice and procedures and the Council's scheme of delegation Where necessary prepare prosecution or Committee Hearing case files and present evidence in court or Committee and act as an expert witness.

To attend, support, and present papers and information to a range of partnership meetings, including but not limited to the Event Safety Advisory Group, and PubWatch

To maintain clear, factual, up to date records in all aspects of work, including preparation of letters, documents, returns and reports. Ensure that all work records are promptly and accurately maintained and report any discrepancies. To prepare or contribute to written reports, attend meetings of councillors, give evidence at court and public meetings or enquiries.

To maintain, and calibrate as necessary, all allocated equipment under your control, ensuring that it is used in accordance with the manufacturers or departmental instructions. Ensure that all servicing and maintenance requirements are up to date and recorded. Report any defects, malfunctions or deficiencies.

Keep up to date with applicable legislation, codes of practice and technical and administrative developments in licensing issues and of any relevant national, regional and local policies in this area.

To carry out advisory and promotional duties, deliver training, presentations, lectures and demonstrations; and assist in professional training and the training of students in licensing related subjects.

To give professional and specialist advice or support and to undertake any necessary investigations in relation to the effective operation of the Service functions or wider Council functions, and those of other relevant authorities for the purposes of licensing legislation.

Respond to circumstances where emergency or urgent action is found to be required (including outside normal office hours) and to take appropriate action in accordance with licensing procedures, departmental policies and the Council's scheme of delegation. Officers may be required to work out of normal office hours by prior arrangement. In exceptional circumstances this may be at short notice when personal circumstances will be taken into consideration. Provide support and

assistance to other officers in the division and carry out follow up visits and joint visits as and when required

To undertake any other duties commensurate with the post as required and to ensure that reasonable care is taken for the health, safety and welfare of the post holder and others in accordance with the policies and procedures of the Council. Officers may be required to work out of normal office hours by prior arrangement. In exceptional circumstances this may be at short notice when personal circumstances will be taken into consideration.

The responsibilities outlined cannot totally encompass or define all tasks that may be required of the post holder. The outline of responsibilities given may, therefore, vary from time to time without materially changing either the character or level of responsibility or grade; and the post holder may reasonably expect to be deployed according to their knowledge, skills and abilities rather than necessarily their role/position in the Service. This supports the service and also provides opportunities for staff to extend their professional boundaries and expertise.

Contacts

The post holder will have frequent contact with members of the public, local businesses, community groups, statutory bodies and consultants. The post holder will also be expected to maintain and develop existing internal links with other teams and to develop further links as individual needs or corporate requirements dictate.

Knowledge and Qualifications

Essential

Full UK driving licence

The post holder will be required to undergo an Enhanced Disclosure and Barring Service check

Knowledge and experience of working with computer software.

5 GCSEs or equivalent level of education (Grade C or above including Maths and English)

Desirable

Animal Licensing qualification – Ofqual Level 3.

Relevant Degree, professional qualification or membership

Experience

Experience in local authority licensing and/or enforcement of licence conditions.


Experience of other forms of statutory licensing, regulation, enforcement or investigation would be considered.	<p>Experience of working in a customer facing environment</p> <p>Experience of dealing with difficult customers in a calm manner</p>
<p>Skills and Abilities</p> <p>Technical/Work-based Skills Detailed knowledge of current relevant legislation and best practice and the ability to exercise sound professional judgement in its interpretation and implementation</p> <p>Experience of the investigation of complex complaints, conditions and standards and decision making on the appropriate action to be taken by the Council in consideration of the legislation, case law, departmental procedures, policies and relevant codes of practice.</p> <p>Experience of working with external agencies and communities</p> <p>To be a team worker but with the ability to use initiative with minimal supervision and to manage, prioritise and organise workload</p> <p>General Skills/Attributes Ability to set high standards in customer care and service delivery, to suggest and develop service improvements and to ensure that such standards are being achieved</p> <p>Competent in use of information management systems</p> <p>Excellent written and oral communication skills including:</p> <ul style="list-style-type: none"> 0 In depth report writing 0 Presentation skills 0 Negotiation skills 0 Effective Delegation 	<p>Experience of the Uniform system, specifically for licensing activities</p>

<p>Very good communication skills, tact, understanding and diplomacy and the ability to manage conflict and difficult situations, and deliver difficult messages.</p> <p>Ability to interact with customers, internal/external partners and members with tact, sensitivity and confidentiality</p> <p>Excellent organisations skills, including time management and prioritisation</p> <p>Understanding of national, regional, and county policies and strategic frameworks.</p> <p>Ability to work as part of a team and to work with minimum supervision, prioritising a workload on own initiative.</p>	
<p>Decision Making and Impact on Others</p> <p>Makes and communicates clear decisions</p> <p>Makes effective decisions under time pressure</p> <p>Balances risks and benefits of various options and decisions</p> <p>Makes unpopular decisions where necessary</p> <p>Takes responsibility for the outcomes and impact of their decisions and those they delegate</p> <p>Incorporates a range of views when making their decisions</p> <p>Considers all relevant data when making decisions</p> <p>Delegates decision making appropriately</p>	

<p>Considers diversity issues when making decisions</p>	
<p>Communication with Internal and External Customers</p> <p>Develops and maintains productive relationships with internal and external customer</p> <p>Explores the customer's situation with them to develop a fuller understanding of the underlying need</p> <p>Deals effectively with dissatisfied customers</p> <p>Delivers what they have agreed with the customer</p> <p>Takes action to exceed customer expectations</p> <p>Advocates customer satisfaction as a key value for themselves and the Council</p> <p>Influencing</p> <p>Presents their case persuasively upwards, downwards and externally</p> <p>Demonstrates confidence in their position</p> <p>Is credible and confident when presenting and communicating</p> <p>Makes use of personal and professional networks to gain support, learn from others and increase their opportunities to influence</p> <p>Adapts approach to engage others by appealing to those things that enthuse them</p> <p>Influences by highlighting and promoting the mutual gains to be made</p>	

<p>by following suggested courses of action</p> <p>Is aware of own emotions and manages them for maximum influence during negotiations</p> <p>Balances the need for immediate wins with the requirement for long-term successful relationships</p> <p>Demonstrates awareness of how things shape events within business: is politically astute</p>	
<p>Personal Attributes and Other Requirements</p> <p>Challenges the status quo: suggests new approaches to old problems</p> <p>Promotes and demonstrates continual improvement</p> <p>Generates new ideas and creative solutions</p> <p>Applies existing methods in new ways or new situations</p> <p>Encourages a safe environment that will facilitate creativity in others and where people are willing to challenge</p> <p>Promotes and demonstrates continual improvement</p> <p>Finds ways to turn their own or others' ideas into action</p> <p>Shares innovative practice with other</p> <p>Advocates customer satisfaction as a key value for themselves and the council</p> <p>Ensures the effective and efficient use of time and resources</p>	<p>Understands the Council ICARE values and can interpret and demonstrate them into the daily work.</p> <p>Shares learning with the team to work in a collaborative way to improve processes and learning.</p>

<p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p> <p>Working within Professional Boundaries</p> <p>Accepts responsibility and accountability for own work</p> <p>Recognises the limits of own authority within the role</p> <p>Seeks and uses professional support appropriately</p>	
<p>Planning and organising</p> <p>Explains and clarifies the objectives</p> <p>Establishes clear actions and timeframes with deadlines and milestones</p> <p>Ensures the effective and efficient use of time and resources</p> <p>Creates contingency plans to enable them to deal with factors that might interfere significantly with their plan</p> <p>Identifies what is required before each task can be begun or completed</p> <p>Monitors progress against the plan and acts accordingly</p> <p>Allocates work based on an understanding of own and others strengths and weaknesses</p>	
<p>Flexibility</p> <p>Is prepared to adapt their approach to overcome obstacles</p> <p>Responds constructively to a change in agenda or priorities</p> <p>Revisits their decisions when presented with new information</p> <p>Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</p>	

Re-prioritise appropriately when faced with a change in requirements	
HDC values 	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.