# EAST STAFFORDSHIRE BOROUGH COUNCIL

# JOB DESCRIPTION

JOB TITLE: LICENSING OFFICER

Temporary to 12th September 2024

GRADE: Grade 5 £24,496 to £26,845 pro rata per annum

For 32.50 hours per week

ALLOWANCES CASUAL CAR USER ALLOWANCE

REFERENCE CODE: LI020T

SECTION: ENFORCEMENT SERVICES

RESPONSIBLE TO: ENFORCEMENT MANAGER

WORKING PATTERN: FLEXIBLE WORKING HOURS SCHEME WITH WEEKEND AND EVENING COVER AS REQUIRED

PURPOSE OF JOB: The role is responsible for the day to day operation of the Council’s licensing systems and processes, ensuring competent, timely and efficient administration.

To carry out the professional duties of a Licensing Officer, by the application of applicable laws protecting the public, providing a fair and safe business environment to ensure and enforce compliance.

**DUTIES AND RESPONSIBILITIES:**

1. Exercising professional expertise in a range of duties and responsibilities as allocated by the Enforcement Manager.
2. To examine and receive applications in person, online and via the post as well as providing excellent customer service in a face-to-face capacity.
3. To provide necessary and appropriate specialist and detailed advice and information regarding licensing law and associated Council licensing policy.
4. To record and investigate complaints taking appropriate enforcement actions as necessary.
5. To assist the Team Leader in the development, progressing and review of licensing policy/strategies. Attending and presenting at the appropriate Council meetings as required and providing training as necessary.
6. To contribute to the researching, proposing and developing of appropriate service improvements and communicate these issues back through Enforcement Manager so that they can be addressed and form improved or enhanced service delivery.
7. To process applications, issue licenses under delegated powers, carry out compliance inspections, initiatives, visits and investigations in relation to the following areas of activity and others as required:

* Private Hire and Hackney Carriage trade
* The Licensing Act 2003
* The Gambling Act 2005
* Street trading consents
* House to house and street collections
* Scrap Metal dealers
* Sexual Entertainment Venues

1. Undertake accurate receipting of payments for applications and reconciliation.
2. To deal with queries, complaints and liaise with internal and external service providers in relation to licensing activities.
3. To manage all public registers of statutory licensing information and other records as per legislative requirements including Council’s website, articles and press releases.
4. To ensure all records, evidence, investigation and information gathered in the course of duties are stored and handled in line with national legislation (eg. DPA CPIA, PACE, RIPA and DPA) and legal guidelines.
5. To attend Council Committee/Sub-Committee meetings and Court Hearings in relation to licensing activities presenting evidence and reports as necessary.
6. To contribute to specific projects planning, developing and delivering as necessary.
7. To keep informed of all appropriate best practice, legislation and central government policies and undertake internal and external training where necessary, keeping up to date with changes in legislation and to implement those which will affect the service.
8. To use appropriate software to produce licences, letters, preparation and presentation of reports for Licensing Committee, plus preparation of evidence for legal proceedings.
9. To work collaboratively and in partnership with representatives of external bodies, including the Police, Staffordshire Fire and Rescue, Trading Standards and Borders Agency, etc.
10. To represent the service on issues relating to the work of a Licensing Officer in an ambassadorial role at meetings and events where appropriate.
11. To undertake any other duties appropriate to the grading of the post as necessary and as required by Head of Services or Enforcement Manager.

**Please note:**

Appointment is subject to a Disclosure and Barring Service check

For certain applications there may be more information to be included: *Policy Statement on the Recruitment of Ex-Offenders*

*Employment of Related Persons Policy*

Closing date for applications is: **Sunday 6th August 2023**

We thank you for taking the time to apply for our vacancy. If you do not hear from us within 2 weeks of the closing date for the vacancy, please assume that your application has been unsuccessful.

**PERSON SPECIFICATION: LICENSING OFFICER**

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| **REQUIREMENTS AS DESCRIBED IN THE EMPLOYMENT AND EQUAL OPPORTUNITIES POLICY** | **ESSENTIAL FOR THE POST** | **DESIRABLE FOR THE POST** |
| EXPERIENCE | Knowledge of local authority licensing functions. Experience/ability to understand/interpret legislation  Experience in working to deadlines | Experience of licensing functions and experience of working in a legislative environment and  presenting cases at formal  legal hearings.  Experience in dealing with the public and commercial organisations.  Experience to demonstrate a sound understanding and knowledge of up to date licensing legislation and its practical application.  Experience in conducting investigations, inspections and interviews.  Preparing case files for Licensing activities |
| QUALIFICATIONS | A good general level of education Grade C or above (i.e. 5 GCSE’s or equivalent) | Licensing related qualification such as BTEC or NVQ level 4 or equivalent qualifications and experience. |
| TRAINING |  | An on-going desire for personal development through appropriate training. |
| SPECIAL KNOWLEDGE | Able to demonstrate an ability to undertake investigations and make independent decisions without supervision on a regular basis, recognising personal limits and when to ask for assistance and support.  Ability to understand and interpret and apply legislative requirements practically.  Working knowledge of Microsoft Office products, particularly: Word, Excel, PowerPoint, Outlook, Internet Explorer | Knowledge of the legislation specific to Licensing activities.  Skills to develop and participate in partnership working.  Experience in investigating, interviewing and negotiating skills |
| PERSONAL CIRCUMSTANCES | Lives within reasonable travelling distance of office to support out of hours working. | Current and valid driving licence. Use of vehicle on a casual basis. |
| DISPOSITION AND ATTITUDE | Calm under pressure.  Good organisational skills.  Able to work in a team. |  |
| PRACTICAL/INTELLECTUAL | Ability to problem solve.  Good verbal and written communication skills.  Good IT skills. |  |