

Job Description

Post title	Licensing Technical Compliance Officer	Grade	Scale D
Department	Place & Wellbeing	Post ref	ADC929

Overall job purpose

To undertake operational administrative duties within the Licensing Team of the Place & Wellbeing Directorate, in order that the licensing functions relating to Taxi Licensing, Alcohol, Entertainments, Late Night Refreshment, Betting and Gaming, Street Trading, Animal Welfare, Body Modifications and Treatments, and Scrap Metal Dealers are performed in an efficient and effective manner.

To record and respond to complaints made to the Licensing Team relating to licence holders from the general public, partnership agencies, and Elected Members.

To assist the Licensing Manager and the Licensing Enforcement Officer with the modernisation of processes and procedures across the various licensing functions.

Reporting relationships

Reports to:	Licensing Manager
Responsible for:	Licensing & Systems Administrator

Key tasks and responsibilities – post specific

1. To assist the Licensing Manager in the administration and enforcement of the licensing functions for which the Licensing Authority has responsibility, through the facilitation of applications for licences, registrations and permits; and by carrying out background compliance checks of applicants and applications.
2. To provide administrative support to the Licensing Team of the Place & Wellbeing Directorate.
3. With the assistance of the Licensing Manager and the Licensing Enforcement Officer to record and respond to complaints received by the Licensing Team in relation to any licence holder.
4. To act as an Authorised Officer of the Authority in the absence of the Licensing Manager and the Licensing Enforcement Officer, in accordance with relevant policies and procedures.
5. To ensure that all matters requiring consideration by the Licensing Committee and the Licensing Sub-Committee are programmed into the appropriate meeting of the Committee.
6. To delegate work to and to supervise the work of the Licensing & Systems Administrator.
7. To be responsible for the maintenance of all databases, registers and filing systems utilised by the Licensing Team.
8. To monitor the income and expenditure of the Licensing Team.
9. To be the principal contact for enquiries and complaints relating to functions undertaken by the Licensing Team; and to ensure such details are recorded as appropriate for statistical records and analysis, and when appropriate escalate such matters to the Licensing Manager and Licensing Enforcement Officer.

10.	To act as a nominated officer for receipt of confidential information supplied by the DVLA, Disclosure & Barring Service, and internal and external partners in respect of the vetting of applicants for licences.
11.	To ensure that all licences, registrations and permits are processed so as to meet all appropriate targets and deadlines.
12.	To contribute to the further modernisation of the processes and procedures of the Licensing Team.
13.	To support the development & delivery of a system of continuous review and improvement within the Place & Wellbeing Directorate so that 'traditional thinking' is challenged and innovation pursued.
14.	Undertake continuous professional development and training to have an understanding of the latest legislative changes and good practice approaches in Licensing Authority responsibilities.
15.	To undertake any other such duties appropriate to the nature and grade of the post.

Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

Employee signature

This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date:

Person Specification

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Seeing the big picture	Application, Interview, Test
Changing, learning and improving	Application, Interview
Communication	Application, Interview
Team working	Application, Interview
Delivering value for money and quality services	Application, Interview, Test

Skills	Essential / Desirable	Assessment
Strong organisational, interpersonal and motivational skills, including: <ul style="list-style-type: none"> • Experience and ability of working on your own and work as part of a Team. • Ability to prioritise workloads. • Ability to meet deadlines. 	Essential	Application, Interview, Test
Excellent communication skills both written and orally over the telephone and face-to-face to a wide range of stakeholders and customers.	Essential	Application, Interview
Ability to utilise negotiating skills, and influencing outcomes to the benefit of all parties concerned.	Desirable	Application, Interview

Knowledge	Essential / Desirable	Assessment
Ability to provide licensing related technical and legal advice to applicants, licence holders, partner agencies, Elected Members, stakeholders and the general public.	Desirable	Application, Interview
Ability to use Microsoft computer packages and web based applications.	Essential	Application, Test
An understanding of licensing objectives and relevant licensing laws.	Desirable	Application, Interview, Test

Experience	Essential / Desirable	Assessment
Working within a Licensing regime with the technical understanding needed to provide advice to applicants, licence holders, the general public and Elected Members.	Desirable	Application, Interview
Demonstrated experience of providing excellent customer service.	Desirable	Application, Interview
Demonstrated experience of working in a clerical / administrative role handling high volumes of work,	Essential	Application, Interview

working under pressure, and working in line with established policies and procedures.		
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Qualifications	Essential / Desirable	Evidence
Licensing qualification	Desirable	Application, Interview
Educated to at least GSCE level standard or NVQ Level 2 equivalent in Maths and English.	Essential	Interview

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The post holder is required to undertake a basic criminal record check. • The post holder is eligible for casual car user allowance. • The post involves driving and so the post holder will be required to undertake relevant DVLA licence checks. • The employee may be required to work out of normal working hours / attend evening meetings as part of their role.

Date produced / last amended
December 2019