

Job Description

Licensing Officer

Final

Date: 09/02/18

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|-------------------------|---------------------------|
| POST: | Licensing Officer |
| SERVICE: | Regulatory Services |
| SECTION: | Environmental Health |
| BAND: | 6 |
| REPORTS TO: | Senior Licensing Officer |
| RESPONSIBLE FOR: | N/A |
| TYPE: | 3) Preferred desk worker* |

All Council posts are subject to National Joint Council (NJC) conditions of service.

The Council is committed to ensuring that its policies and procedures are consistent with Essex Safeguarding Children Board and Essex Safeguarding Adults Board guidance. This will help minimise the risks to vulnerable groups including children, and to ensure that the Council's safeguards the health and wellbeing of its Service Users. Please note that the Council applies a robust recruitment vetting process.

MAIN PURPOSE

To work under the general direction of the Senior Licensing Officer and Managers in the Environmental Health Service to ensure the effective and efficient running of the licensing service and discharge the Council's statutory duties in respect of a range of licensing functions and to serve the Council, its Committee Members and Officers. The section contributes to the work of the Department as part of a comprehensive Environmental Health Service not only to fulfil statutory functions and respond effectively to customers, but also to assist in the delivery of relevant corporate objectives.

GENERAL INFORMATION

The service is responsible for administering and enforcing a variety of licensing registrations and permit regimes, including those related to hackney carriage and private hire vehicles; alcohol, entertainment and late night refreshments; gambling premises and lotteries; charity collections; animal establishments, scrap metal and street trading.

DUTIES

1. To administer applications for the grant, renewal, transfer and variation of a variety of licences, registrations and permits.
2. To liaise with various external and internal departments and agencies including police, fire service, Disclosure and Barring Service, etc. and to maintain public registers of licences issued.
3. To carry out associated licensing enforcement responsibilities including responding to complaints, carrying out routine inspections, interviewing witnesses and licensees and others. These duties may include formal interviews of individuals subject to potential criminal prosecution under caution; preparing committee reports, files for evidence and statements; giving evidence at the licensing committee and magistrates and other appropriate courts acting as witness or investigating officer.

4. To have direct customer contact by contacting licensees (and their representatives, including licensing solicitors) if there are problems with their licence by telephone or requesting a face to face meeting to discuss problems with the licence application and negotiate solutions and if necessary to refuse the licence application and remit to applicant.
5. To assist in providing a comprehensive licensing service, including contributing to the formation, review and update of licence conditions and policies.
6. To assist in the management of the financial aspects of administering licensing functions, including ensuring the correct fees are levied and expenditure is accounted for.
7. To assist in the development and implementation of enforcement strategies and programmes for the team's licensing functions to optimise service delivery and encourage compliance with licensing standards.
8. To conduct interviews and investigations in order to support the licensing regimes and to undertake enforcement where breaches are identified.
9. To attend meetings internally and with external bodies, as required to do so in order to:-
 - Represent the interests of the Council, where this is required.
 - Participate in working parties or working groups as directed and when called upon to do so, specifically to represent the EH service at meetings of the Basildon Taxi and Private hire Consultative Forum.
10. To respond to service requests and enquiries and assist the Senior Licensing Officer in investigating complaints and incidents in accordance with internal and external protocols.
11. To carry out inspections of relevant sites, buildings, facilities, etc. and the examination of records, vehicles and equipment.
12. To assist in the carrying out of various types of surveillance, monitoring and measurements, for example, checking the calibration of taximeters, and to accurately record and analyse results.
13. To work as a member of the environmental health service with a sense of collective responsibility and purpose and to provide support and advice to colleagues.
14. To advise the senior officers about possible future service needs to ensure that all resources are adequately planned for and managed.
15. To continuously develop own skills and knowledge in accordance with the Council's development framework and professional requirements.
16. To participate in training identified to address personal development needs.
17. To acquire and maintain a good working knowledge of law enforcement issues in the widest sense. Also, to maintain specialist knowledge of local authority licensing legislation, procedures and practices, both sufficient to perform tasks related to the post and to provide expert advice to others.

18. To participate in working out of normal office hours as required in order to meet service demands and emergencies.
19. To compile reports, statements, schedules, etc. for consideration of licence determinations, prosecutions, simple cautions, suspensions and revocations in accordance with established procedures, in some cases leading to the presentation of evidence in court or licensing hearings/panels.
20. To assist in managing any assigned projects and promotions, research and investigations, under the direction of senior officers.
21. To assist in drafting Team Action Plans, and contribute to the drafting of departmental service plans including contributing to their delivery by efficiently completing those tasks assigned to the post holder and through performance management measures.
22. To ensure the maintenance of all electronic and paper record keeping systems in an accurate and orderly fashion to support the administration of the licensing function.
23. To be a counter-signatory authorised by the Council as a Disclosure and Barring Service (DBS) registered body and to comply with DBS and Council codes on handling personal data.
24. To establish working partnerships with personnel in other departments and partner agencies to pursue common objectives, deliver outcomes in accordance with local needs, and ensure services are integrated at the point of delivery.
25. To identify issues that need to be taken to Council committee or sub-committee meetings and prepare appropriate reports. To occasionally attend and make presentations to Council meetings, panels, briefing sessions and consultative forums relating to the post-holders field of expertise.
26. To undertake any other duties within the environmental health service that are compatible with the salary and status of the role and the contingencies of that service. Where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a 'protected characteristic'.
27. Undertake all the duties within the framework of Equal Opportunities.
28. You must cooperate in all matters relating to Health and Safety and implement all procedures for your job role. The identification of Health and Safety related risks within the working environment must be highlighted to your management.

The standard working week is deemed to include hours worked between 07:00 hours on Monday to 22:00 hours on Friday. The hours that most employees work will fall between 07:00 hours and 19:00 hours, Monday to Friday under either fixed working patterns or the Flexi-time scheme, and will be subject to the requirements of the Service. In order to achieve operational objectives, the above mentioned duties will involve working outside normal hours (in this context normal hours are considered to fall between 07:00 and 19:00 Monday to Friday). On average, the post holder should expect such occasions to equate to no more than 29 hours across the course of any 4 week period. Such additional duties will be worked having regard to the Working Time Regulations.

PERSON SPECIFICATION

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| Position Title: | Licensing Officer | Date Prepared: | 09/02/2018 |
| Department: | Environmental Health | Band: | 6 |

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| AF = Application Form | I = Interview | T= Test |
|------------------------------|----------------------|----------------|

| | REQUIREMENTS | Essential | Desirable | Assessed |
|-----------|---|-----------|-----------|---------------|
| 1. | EXPERIENCE AND KNOWLEDGE | | | |
| 1.1 | Minimum of 2 years' experience within the Licensing Team of a local authority (or similar relevant work experience) Note: 2 years' experience is ESSENTIAL if minimum qualification criterion (3.3 'Education and Training') is not met. | ✓ | | AF/I |
| 1.2 | Practical experience of enforcement of licensing law relating to licensing of hackney carriage and private hire vehicle and in relation to regulated entertainment, sale of alcohol, gambling premises. | ✓ | | AF/I/T |
| 1.3 | Practical experience of enforcement of licensing law in relation to other areas of licensing including animal licensing and street trading. | ✓ | | AF/I/T |
| 1.4 | Excellent verbal communication and interpersonal skills including the ability to negotiate with a variety of audiences using a variety of skills. | ✓ | | AF/I |
| 1.5 | Ability to produce letters, reports, statements, notices etc. | ✓ | | AF/I/T |
| 1.6 | Ability to work with Microsoft products and a good understanding of the use of IT databases. | | ✓ | AF/I |
| 1.7 | Capable of effectively organising and prioritising own workload to ensure the meeting of targets. | ✓ | | AF/I |
| 1.8 | Capable of working effectively both independently and within a team. | ✓ | | AF/I |
| 1.10 | A sound understanding of legal practice and procedures relating to the licensing activities of local authorities. | ✓ | | AF/I |
| 1.12 | Ability to be mobile around the District. | ✓ | | AF/I |
| 1.13 | Flexibility in working times, including night times and weekends. | ✓ | | AF/I |
| 2. | COMPETENCIES | | | |

| | REQUIREMENTS | Essential | Desirable | Assessed |
|-----|--|-----------|-----------|----------|
| | DECIDING AND INITIATING ACTION | | | |
| 1.1 | <ul style="list-style-type: none"> a) Makes prompt, clear decisions which may involve tough choices or considered risks b) Takes responsibility for actions, projects and people c) Takes initiative, acts with confidence and works under own direction d) Initiates and generates activity | ✓ | | AF//T |
| | PERSUADING AND INFLUENCING | | | |
| 3.2 | <ul style="list-style-type: none"> a) Makes a strong personal impression on others b) Gains clear agreement and commitment from others by persuading, convincing and negotiating c) Promotes ideas on behalf of self or others d) Makes effective use of political processes to influence and persuade others | ✓ | | AF//T |
| | PRESENTING AND COMMUNICATING INFORMATION | | | |
| 3.3 | <ul style="list-style-type: none"> a) Speaks clearly and fluently b) Expresses opinions, information and key points of an argument clearly c) Makes presentation and undertakes public speaking with skill and confidence d) Responds quickly to the needs of an audience and to their reactions and feedback e) Projects credibility | ✓ | | AF//T |
| | WRITING AND REPORTING | | | |
| 4.1 | <ul style="list-style-type: none"> a) Writes clearly, succinctly and correctly b) Writes convincingly in an engaging and expressive manner c) Avoids the unnecessary use of jargon or complicated language d) Writes in a well structured and logical way e) Structures information to meet the needs and understanding of the intended audience | ✓ | | AF//T |
| | LEARNING AND RESEARCHING | | | |
| 5.1 | <ul style="list-style-type: none"> a) Rapidly learns new tasks and quickly commits information to memory b) Gathers comprehensive information to support decision making c) Demonstrates a rapid understanding of newly presented information d) Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback) e) Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation) | ✓ | | AF//T |

| | REQUIREMENTS | Essential | Desirable | Assessed |
|-----|--|------------------|------------------|-----------------|
| | DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS | | | |
| 6.2 | <ul style="list-style-type: none"> a) Focuses on customer needs and satisfaction b) Sets high standards for quality and quantity c) Monitors and maintains quality and productivity d) Works in a systematic, methodical and orderly way e) Consistently achieves project goals | ✓ | | AF//T |
| 3. | EDUCATION AND TRAINING | | | |
| 3.1 | 4 GCSE's A* - C (4-9) including English and Maths, or equivalent | ✓ | | AF//T |
| 3.2 | Professional membership of a recognised organisation relevant to the post e.g. NALEO, IoL, CIEH | | ✓ | AF//T |
| 3.3 | Possession of recognised qualification(s) related to local authority licensing functions e.g. Certificate of Higher Education in Licensing Law. NOTE: Suitable qualification IS ESSENTIAL if minimum experience criteria (1.1) cannot be met. | | ✓ | AF//T |
| 3.4 | Full driving licence is essential (adaptations will be taken into account if required under the Disability Discrimination Act 1995) | ✓ | | AF//T |
| 3.5 | A satisfactory Enhanced DBS certificate will be required to enable the post holder to act as a counter-signatory on the Council's behalf | ✓ | | AF//T |