

## **Job Description**

# **Assistant Licensing Officer (Part Time)**

*Final*

*Date: 09/02/18*

**POST:** Assistant Licensing Officer  
**SERVICE:** Regulatory Services  
**SECTION:** Environmental Health  
**BAND:** 4  
**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 safeguards the health and wellbeing of its Service Users. Please note that the Council applies a robust recruitment vetting process.

Please note that this post requires an enhanced Disclosure and Barring Service (DBS) certificate in order to enable the processing of DBS certificates.

### **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**

The post holder must, at all times, carry out their duties and responsibilities to comply with relevant delegations, legislation and Borough Council policies/procedures in relation to the tasks outlined below:-

1. Administer and process applications from receipt to completion for the grant, renewal, transfer and variation of a variety of licences, permissions, registrations and permits in accordance with delegated powers and in consultation with other directorates of the Council and Statutory bodies as required. Issue non-contentious applications and identify and refer contentious applications to an appropriate officer.

2. Deal with all enquiries effectively, through receipt of face to face and telephone requests, enquiries and complaints from applicants, licensees, Elected Members, colleagues, the public and other customers in connection with the Licensing Section.
3. Monitor the Licensing Database for expiring licences/documentation and arrange for appropriate reminders to be issued. Non-compliances to be escalated to the Licensing Officers in accordance with the sections procedures.
4. Monitor the generic licensing mailbox and ensure that e-mails are appropriately logged and acknowledged.
5. Receive and log complaints onto the Licensing Database(s) in accordance with the sections procedures, providing initial advice to the complainant as appropriate.
6. Issue licence renewal notices and request for payment of annual fees in accordance with the Council's licensing procedures.
7. Accurately input information from application forms and associated documentation onto the Licensing Database and ensure the maintenance of accurate and comprehensive manual and computer records, including statutory records and registers, in accordance with the sections procedures.
8. Ensure that all applications are determined within any prescribed statutory time periods or Council performance indicators,
9. Run reports on the Licensing Database to draw down annual fee data for the Council's accounting purposes as required.
10. Receive fees and bank income in accordance with the Council's procedures including authenticating the level of fee and issuing of receipts.
11. Book appointments and arrange visits/inspections for the Licensing Officers.
12. Arrange appointment dates for vehicle, driving, knowledge tests and new applicants.
13. Supervise the completion of driver knowledge tests as required.
14. Receive and issue lost property, including logging of information and ensuring items are appropriately and securely stored whilst in the Council's custody.
15. Attend and take the minutes, where necessary at informal meetings within the Local Authority and outside organisations (but not Committee/Sub Committees of the Council).
16. Provide general administrative and clerical assistance including word processing and typing as necessary for the Senior Licensing Officer and Licensing Officers.
17. Monitor stock levels of stationery and other consumables used by the section to ensure that appropriate ordering/replenishment is undertaken in a timely manner.
18. Keep up to date with new procedures/developments to maintain continuously improving the licensing service.

19. Complete photocopying, scanning, sending of facsimile/SMS messages and operation of electronic mail system.
20. 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.
21. 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.
22. On occasions, to support the team in work outside normal working hours.
23. To support the training of new/temporary members of staff in the systems and processes in operation in the team as required.
24. To undertake any other duties within the Environmental Health Service that are compatible with the grading of this post and the contingencies of the service.
25. Any other duties appropriate to the post. These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a 'protected characteristic'.
26. Undertake all the duties within the framework of Equal Opportunities.

#### **Additional Information**

1. 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 work environment must be highlighted to your management.
2. Please note that this post requires an enhanced Disclosure and Barring Service (DBS) Certificate to enable the post holder to act as a counter-signatory on the Council's behalf.

## PERSON SPECIFICATION

<b>Position Title:</b>	Assistant Licensing Officer	<b>Date Prepared:</b>	February 2018
<b>Department:</b>	Environmental Health	<b>Band:</b>	4

<b>AF = Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Knowledge of Local Authority Licensing	✓		<b>AF/I</b>
1.2	Good knowledge of Microsoft Word and Excel	✓		<b>AF/T</b>
1.3	Maintaining computer based and paper based systems	✓		<b>AF/I</b>
<b>2.</b>	<b>SPECIAL ABILITIES</b>			
2.1	Must be self-motivated and have the ability to work on own initiative	✓		<b>AF/I</b>
2.2	Good communication skills and the ability to deal with the public, drivers and proprietors on the telephone, face to face and in writing.	✓		<b>AF/I</b>
2.3	Ability to work to deadlines and targets maintaining accuracy and high standards.	✓		<b>AF/I/T</b>
2.4	Flexible approach, team focused and responsive attitude to changing priorities and service needs.	✓		<b>AF/I</b>
2.5	Willing to undertake training in various software systems	✓		<b>AF/I</b>
<b>3.</b>	<b>COMPETENCIES</b>			
	<b>DECIDING AND INITIATING ACTION</b>			
1.1	<ul style="list-style-type: none"> <li>a) Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>b) Takes responsibility for actions, projects and people</li> <li>c) Takes initiative, acts with confidence and works under own direction</li> <li>d) Initiates and generates activity</li> </ul>	✓		<b>AF/I</b>
	<b>RELATING AND NETWORKING</b>			
3.1	<ul style="list-style-type: none"> <li>a) Establishes good relationships with customers and staff</li> <li>b) Builds wide and effective networks of contacts inside and outside the organisation</li> <li>c) Relates well to people at all levels</li> <li>d) Manages conflict</li> </ul>	✓		<b>AF/I</b>

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
	e) Use humour appropriately to enhance relationships with others			
	<b>PRESENTING AND COMMUNICATING INFORMATION</b>			
3.3	<ul style="list-style-type: none"> <li>a) Speaks clearly and fluently</li> <li>b) Expresses opinions, information and key points of an argument clearly</li> <li>c) Makes presentation and undertakes public speaking with skill and confidence</li> <li>d) Responds quickly to the needs of an audience and to their reactions and feedback</li> <li>e) Projects credibility</li> </ul>	✓		<b>AF/I</b>
	<b>LEARNING AND RESEARCH</b>			
5.1	<ul style="list-style-type: none"> <li>a) Rapidly learns new tasks and quickly commits information to memory</li> <li>b) Gathers comprehensive information to support decision making</li> <li>c) Demonstrates a rapid understanding of newly presented information</li> <li>d) Encourages an organisational learning approach (ie learns from successes and failures and seeks staff and customer feedback)</li> <li>e) Manages knowledge (collects, classifies and disseminates knowledge of use to the organisation)</li> </ul>	✓		<b>AF/I</b>
	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b>			
6.2	<ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		<b>AF/I</b>
	<b>COPING WITH PRESSURES AND SETBACKS</b>			
7.2	<ul style="list-style-type: none"> <li>a) Works productively in a high pressure environment</li> <li>b) Keeps emotions under control during difficult situations</li> <li>c) Balances the demands of work life and personal life</li> <li>d) Maintains a positive outlook at work</li> <li>e) Handles criticism well and learns from it</li> </ul>	✓		<b>AF/I</b>
<b>4.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	3 GCSE's (including English) Grade A* - C or equivalent	✓		<b>AF</b>
3.2	A satisfactory Enhanced DBS certificate will be required to enable the post holder to act as a counter-signatory on the Council's behalf	✓		<b>AF/I</b>