

# Job Description

## Senior Licensing Officer

*Final*

*Date: October 2018*

<b>POST:</b>	Senior Licensing Officer
<b>SERVICE:</b>	Environmental Health
<b>SECTION:</b>	Licensing
<b>BAND:</b>	8
<b>REPORTS TO:</b>	Environmental Health Services Manager
<b>RESPONSIBLE FOR:</b>	Licensing Officers Assistant Licensing Officers
<b>TYPE:</b>	Preferred desk worker

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

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

Please note that this post will require a Disclosure and Barring Certificate to enable the appropriate processing of Disclosure and Barring Certificates in accordance with required licence application processes.

### **MAIN PURPOSE**

To supervise the activities of the Licensing Officers and relevant administration support staff and assist in discharging the Council's duties with respect to its licensing functions, including

- Activities licensable under the Licensing Act 2003
- Betting, gaming and lottery licences and permits
- Taxi and private hire licences
- Scrap metal dealer licences
- Street trading licences and consents
- Charity collection licences
- Sex establishment licences
- Licensable animal activities
- Hypnotism authorisations
- Miscellaneous other licensing and registration regimes

This section makes a significant contribution to the work of the Department as part of a comprehensive Environmental Health Service, not only to fulfill statutory functions and respond effectively to customers, but also to assist in the delivery of relevant corporate objectives. This includes supporting the Council's aspirations in relation to development of its town centre areas.

### **GENERAL INFORMATION**

At Basildon Council, the Licensing Team is responsible for a wide range of licensing activity and the effective compilation and implementation of local policies and processes to ensure

that the different regimes are applied in accordance with national requirements and to reflect local demands.

The Senior Licensing Officer will be responsible for service delivery within the specified functions, and ensuring that the service area is delivered within the Council's framework of quality standards, performance targets, budgetary control and legislative requirements. This will include the provision of relevant technical advice to the Environmental Health Services Manager and other service areas in relation to licensing matters.

The post holder will be required to take direct and proactive line management responsibility for assigned members of staff and liaise with Elected Members, Democratic Services, community organisations and other internal and external partners including the Police, to deliver effective services and a related programme of enforcement, to achieve an effectively managed, well-balanced and compliant day and night time economy across the borough.

## **DUTIES**

1. To ensure the proper processing and determination of applications for various licences, permits, registrations, etc, including consultations with appropriate partner agencies and authorities.
2. To take operational management of the relevant Licensing service area, ensuring that resources are used effectively to address priority issues and set, report against and achieve performance and quality standards targets and outcomes on an individual and service basis, to optimise service delivery and encourage compliance with licensing standards. This will include taking appropriate action where delivery falls below target.
3. To assist in the management of the financial aspects of the licensing functions, including ensuring that correct fees are levied and expenditure is accounted for.
4. To conduct interviews and investigations in order to support the licensing regimes and to undertake enforcement where breaches are identified.
5. To attend meetings internally and with external bodies as required in order to represent the interests of the Council and Environmental Health Services, including deputising for the Environmental Health Services Manager where this is required. Also, to attend meetings and participate in working parties or working groups as directed, and specifically to represent the service at meetings of the Basildon Taxi and Private Hire Consultative Forum.
6. To devise, plan and deliver an inspection and enforcement programme including in relation to out of hours, including through the support of wider partnership activities and operations, with a view to optimising service delivery and encourage compliance with licensing standards.
7. To respond to service requests and enquiries and investigate complaints and incidents in accordance with internal and external protocols.
8. To carry out various types of surveillance, monitoring and measurement and to accurately record and analyse results for service planning and reporting purposes.
9. To assist in the training and development of staff within the Licensing Team, and other sections of the department where this is compatible with the activities of the

post, including through the appropriate identification of staff training requirements through the 1 to 1 and Performance Management review processes.

10. To acquire and maintain a good working knowledge of law enforcement issues in the widest sense. Also, to maintain a 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.
11. To keep abreast of all new developments with regard to licensing, including new legislation changes to current legislation and systems, etc. including through participation in training identified to address personal development needs.
12. To ensure familiarity with and adherence to all relevant Council policies, including those concerning equality and diversity.
13. To participate in working out of normal office hours as required in order to meet service demands, including in relation to enforcement activity and emergencies.
14. To compile reports, statements, schedules, etc, for the consideration of licensing 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.
15. To manage any assigned projects and promotions, research and investigations under the direction of senior officers as appropriate.
16. As required, to give presentations to individuals both inside and outside the organisation, including the provision of relevant training to Elected Members on licensing related matters.
17. To draft Team Action Plans and contribute to the drafting of departmental service plans, including supporting their delivery by efficiently completing those tasks assigned to the post holder and through effective performance management measures.
18. 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.
19. To be a counter-signatory authorised by the Council as a Disclosure and Barring Service Criminal Records registered body and to comply with DBS and Council codes on handling personal data and achieving compliance with General Data Protection legislation.
20. 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.
21. To identify issues that need to be taken to Council committee or sub-committee meetings and prepare appropriate reports. To regularly attend and make presentations to Council committee meetings, panels, briefing sessions and consultative forums relating to the post-holder's field of expertise.
22. To ensure the best use of information technology is made in the delivery of the Licensing function.

23. To ensure that annual returns required by national regulators, government departments and professional bodies are accurately completed and submitted.
24. To ensure that confidentiality, evidence integrity, data protection, information security and freedom of information requirements are observed.
25. To ensure the maintenance of the licensing related information on the Council's website.
26. To assist in associated joint operations undertaken by the Council, including (but not limited to) joint enforcement operations in respect of public spaces protection orders.
27. 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.
28. In order to achieve operational objectives, the above mentioned duties will involve working outside normal hours. On average, the post holder should expect such occasions to arise on at least one day in every week worked.
29. Undertake all the duties within the framework of Equal Opportunities.
30. 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".
31. As the direct manager/supervisor you will ensure that all hazards are identified and managed to an acceptable level and ensure all relevant documentation is also completed. You will also ensure you demonstrate you're committed to Health and Safety by leading by example.

## PERSON SPECIFICATION

<b>Position Title:</b>	Senior Licensing Officer	<b>Date Prepared:</b>	October 2018
<b>Department:</b>	Environmental Health	<b>Band:</b>	8

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Minimum of 5 years experience within the Licensing Team of a local authority (or similar relevant work experience)  *NOTE: 5 years experience is ESSENTIAL if minimum qualification criterion (3.2 'Education and Training') is not met.	✓*		AF/I
1.2	Demonstrable experience of applying and/or interpreting complex technical standards/regulations.	✓		AF/I
1.3	Practical experience of enforcement of licensing law relating to licensing of hackney carriage and private hire vehicles and in relation to regulated entertainment, sale of alcohol, gambling premises and other areas of licensing to which this Job Description relates	✓		AF/I
1.4	Practical experience of managing staff and use of related performance management techniques.	✓		AF/I
1.5	Ability to work with Microsoft products and a good understanding of the use of IT databases.	✓		AF/I
1.6	A sound understanding of legal practice and procedures relating to the licensing activities of local authorities	✓		AF/I
1.7	Ability to be mobile around the Borough.	✓		AF/I
1.8	Flexibility in working times, including night times and weekends.	✓		AF/I
<b>2.</b>	<b>COMPETENCIES</b>			
1	<b>LEADING AND DECIDING</b>  Takes control and exercises leadership. Initiates action, gives direction and takes responsibility.	✓		AF/I/T

	REQUIREMENTS	Essential	Desirable	Assessed
2	<p><b>SUPPORTING AND CO-OPERATING</b></p> <p>Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, clients and staff. Behaves consistently with clear personal values that complement those of the organisation.</p>	✓		AF/I/T
3	<p><b>INTERACTING AND PRESENTING</b></p> <p>Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.</p>	✓		AF/I/T
4	<p><b>ANALYSING AND INTERPRETING</b></p> <p>Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicate well in writing.</p>	✓		AF/I/T
5	<p><b>CREATING AND CONCEPTUALISING</b></p> <p>Opens to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Support and drives organisational change.</p>	✓		AF/I/T
6	<p><b>ORGANISING AND EXECUTING</b></p> <p>Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service or product to the agreed standards.</p>	✓		AF/I/T
7	<p><b>ADAPTING AND COPING</b></p> <p>Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.</p>	✓		AF/I/T
8	<p><b>ENTERPRISING AND PERFORMING</b></p> <p>Focuses on results and achieving personal work objectives. Works best when work is related closely to results and the impact of personal efforts is obvious. Shows an understanding of business, commerce and finance. Seeks opportunities for self-development and career advancement.</p>	✓		AF/I/T
3.	<b>EDUCATION AND TRAINING</b>			
3.1	Professional membership of a recognised organisation relevant to the post, e.g NALEO, IoL, CIEH		✓	AF/I

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
3.2	Possession of recognised qualification(s) related to local authority licensing functions, e.g. Certificate of Higher Education in Licensing Law		✓	<b>AF/I</b>
3.3	Previous professional training concerning local authority licensing, law enforcement practices and procedures	✓		<b>AF/I</b>
3.4	Full driving licence is essential (adaptations will be taken into account if required under the Disability Discrimination Act 1995)	✓		<b>AF/I</b>
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	✓		<b>AF/I</b>