

JOB DESCRIPTION

Job Title:	Licensing Officer	Job Number: (Official use ONLY)	DE0096
Department / Service:	Operations		

Grade: (and salary)	G5 £40,777 - £47,181 pro rata	Post Restrictions:	Sensitive post
Main location: (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough Hampshire GU14 7JU	Sensitive and/or Regulated Activity: (i.e. for which DBS check required)	No

Staff Reports:	Job N ^o	Title
Responsible to -	DES 0095	Licensing Manager
Responsible for -	N/a	N/a

Job Purpose (Max 100 words)	<p>To contribute to the Council's corporate objectives by providing a professional licensing service to its customers and stakeholders and enabling good business through the efficient and effective administration and enforcement of its licensing functions.</p> <p>To process and determine applications for relevant authorisations and, to investigate and resolve licensing-related complaints and enquiries in accordance with the Council's role and responsibilities, relevant laws, policies, procedures and guidance.</p> <p>To undertake appropriate compliance and/or enforcement activities and help monitor and promote the Council's licensing objectives.</p>
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Main Duties	Frequency i.e. how often
General Duties & Responsibilities To provide quality, timely licensing advice, services and regulation in respect of – <ul style="list-style-type: none"> • Taxis • Alcohol, Entertainment & Late Night Refreshment • Gambling • Street Trading • Tables & Chairs / Pavement permits • Charitable Collections • Animal Licensing • Mobile Homes / Campsites • Scrap Metal Dealers 	Daily

	<ul style="list-style-type: none"> • Sex Establishments / Sexual Entertainment Venues • Events • Any other licensing regime that may be allocated to the service 	
General Licensing	<p>In accordance with all relevant laws, policies, procedures and guidance –</p> <p>a) To process and, where appropriate, determine relevant licence or review applications and prepare, issue or revise relevant authorisations (including terms and conditions).</p> <p>b) Where appropriate, to prepare and present reports for consideration and determination of relevant licence or review applications (e.g. to Head of Service, at licensing hearings, court (appeal) hearings etc).</p> <p>c) Where appropriate, to assess relevant licence or review applications and, prepare and present representations or objections for determination (e.g. at licensing hearings, court (appeal) hearings etc).</p>	Daily
Compliance & Enforcement Activities	<p>In accordance with all relevant laws, policies, procedures and guidance –</p> <p>a) To undertake site visits and inspect premises, vehicles and/or other sites for licensable activities and ensure compliance with relevant authorisations, laws, policies, procedures and guidance (NB: This includes work outside of normal working hours).</p> <p>b) To investigate and resolve licensing-related complaints and service requests and, deal with general licensing enquiries as may be appropriate (NB: This includes work outside of normal working hours).</p> <p>c) To resolve complaints and service requests and, ensure compliance with relevant authorisations by the most appropriate means (e.g. by (in)formal warnings, suspension, revocation or review of relevant authorisations, use of alternative conditions and/or requirements, or prosecution).</p> <p>d) Where appropriate, to gather, handle and prepare evidence of non-compliance and/or inappropriate behaviour(s) (e.g. photographs, formal witness statements, carrying out formal interviews, including interviews under caution etc).</p> <p>e) To prepare for and represent the Council at any other formal hearings (including prosecution and appeal hearings before the Courts) as may be required.</p>	As required
Other Duties & Responsibilities	<p>a) To assist in the development, review and implementation of licensing policies, procedures, specifications and/or guidance as may be required.</p> <p>b) To assist in the gathering, collation, analysis and monitoring of relevant data and information to help inform licensing policies, procedures, specifications and/or guidance as may be required.</p> <p>c) To assist in the preparation and publication of relevant articles, guidance and/or other information for the licensed trades, members of the public and other interested parties as may be required; inclusive of information for the Council's website.</p> <p>d) To liaise and work in partnership with other corporate services, responsible authorities, external agencies, trade, and any other relevant bodies in respect of</p>	As required

relevant licensing functions and any other projects that may be allocated.

- e) To attend, lead and/or represent the Council and licensing service at meetings, on corporate, partnership, advisory and working groups as may be required.
- f) To prepare and issue all necessary correspondence, documents, information and/or guidance (e.g. emails, letters, reports, evidence, court case files etc) necessary in exercise of the role.
- g) To ensure that all activities are suitably recorded and information is reliable, accurate, complete, timely and is securely handled, redacted and/or stored to maintain confidentiality where applicable.
- h) To help implement new regulations and legislation as required.
- i) To pass and maintain CSAS (Community Safety Accreditation Scheme) with Hampshire Constabulary for use in both Licensing Operations, and to support the wider service on uniformed patrols and operations as and when required.

PERSON SPECIFICATION

Experience, Knowledge, Technical Competencies & Qualifications

	Skills, Abilities, Qualities & Attributes (NB: Verification may be required)	(E)ssential or (D)esirable	How Assessed i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal
Skills, Knowledge & Technical Competencies	Excellent organisational and administrative skills.	E	A / I / T
	Excellent interpersonal skills (including the ability to deal with conflict and antisocial behaviour).	E	A / I
	Excellent verbal and written communication skills.	E	A / I / T
	Ability to interpret and explain complex information clearly, accurately and using everyday language.	E	A / I / T
	Ability to analyse, interpret, understand and implement legislation, regulations, guidance, codes of practice and conditions that relate to them.	E	A / I
	Ability to prepare and give professional presentations and reports to a wide range of audiences (including Members and senior management).	E	A / I
	Ability to prepare for and conduct hearings and/or present evidence in court.	E	A / I
	Ability to identify and effectively apply the most appropriate compliance and/or enforcement option(s) in the circumstances.	E	A / I
	Excellent investigative skills.	E	A / I
	Ability to liaise effectively and establish, develop and maintain positive working relationships with all licensing stakeholders.	E	A / I
	Proven ability to learn quickly and effectively.	E	I
	Computer literate with good word processing skills.	E	A / I
	Ability to conduct suitable and effective on-the-spot risk assessments.	E	A / I

	Working knowledge of the legislative regimes relevant to the post.	D	A / I
	Good working knowledge of PACE, RIPA, CPIA and Human Rights Legislation and ability to consider and transpose this into all licensing related work.	D	A / I
	Effective working knowledge of investigation and enforcement techniques, practices and principles	D	A / I
	Working knowledge of UNIFORM software.	D	A / I
Experience	Experience of working with business sector and members of the public at all levels.	E	A / I
	Experience as a licensing officer or similar regulatory (public protection) service.	D	A
	Experience in the inspection of premises, vehicle and/or other sites for legal compliance.	D	A / I
	Experience in conducting criminal and/or civil investigations (from initial receipt to completion).	D	A / I
Qualifications	No specific qualifications required in preference to proven abilities commensurate to the requirements of the role.	-	-
	Appropriate professional qualification(s) in licensing, administration, law or public protection discipline.	D	A
	Animal Licensing Inspector qualification.	D	A
	Evidence of continuous professional development in licensing, administration, law or public protection.	D	A
Personal Attributes	Self-motivated & enthusiastic	E	I
	Flexible and well organised	E	A / I
	Works well under pressure	E	A / I / T
	Team-player (with ability to act autonomously)	E	A / I
	Accurate and diligent	E	A / I / T

	Excellent attention to detail	E	A / T
	Quality & Customer focused	E	A / I
	Pragmatic	E	A / I
	Assertive	E	A / I
	Resilient	E	A / I
Other	Willingness to work out of normal office hours as required by the duties of the post.	E	I
	Willingness to travel with own vehicle.	E	I
	Over 18 years of age (NB: legally required to enter a number of licensed premises)	E	A / I

Additional & Special Conditions

This part of the form should be completed to adequately reflect all other relevant additional and/or special conditions of the post, that are not integral to the technical skills, attributes and/or the responsibilities of the role itself, but may nonetheless be necessary factors in the practical and effective delivery of the service and/or wider organisation. For example, 'The nature of the work may involve the jobholder carrying out work outside of normal working hours including evenings and weekends' or 'Participation in and attendance to Corporate Events' etc.

Duties, Tasks & Activities	(E)ssential or (D)esirable	How Assessed i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal
<p>Third Party Services – Registration & Vetting</p> <p>Before employment commences the post holder will need to clear vetting with relevant third parties deemed necessary to perform aspects of the role. In particular, the vetting process undertaken by Hampshire & Isle of Wight Constabulary which is very thorough. It looks into many aspects of your private life. If you clear vetting with no objections from the police you will be required to undertake and complete the Community Safety Accreditation Scheme (CSAS) course, which is a pass-fail course and includes a final examination.</p>	E	I
<p>Continuous Improvement</p> <p>The post holder will need to embrace and promote continuous service improvement(s) and a customer focused approach to all aspects of the role.</p>	E	I
<p>Other Duties</p> <p>For reasons of organisational efficiency, flexibility and responsiveness, as well as personal development, the post holder may be required to -</p> <p>(a) multi-skill within and/or across the organisation; and/or</p> <p>(b) undertake such other duties, responsibilities and projects ...</p> <p>... as may reasonably be required from time to time to a level commensurate with the role and general responsibilities of the post.</p>	E	I

Corporate Standards

This part of the form should be completed to ensure clarity of the scope of the role and responsibilities of the post with reference to terms, policies and /or procedures by which it is framed. For example, 'The post holder must carry out all duties and responsibilities with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy and Health and Safety Policy'.

The post holder must carry out all duties with full regard to the Council's policies, procedures and plans. In particular -

- (a) the post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974, and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental procedures or risk assessments; and
- (b) the post holder must ensure that data quality and integrity is maintained and that data is handled and processed in accordance with Council policy, the Data Protection Act 1998, the Freedom of Information Act 2000 and other legislation as appropriate.

NOTES

NB(1):

Some posts are marked **politically restricted** or **sensitive** under the Local Democracy, Economic Development and Construction Act 2009.

Politically restricted posts are those where the post holder is prevented from having any active political role either in or outside the workplace. The restrictions aim to prevent politics coming into play where an employee is in a politically influential position. Politically restricted post holders are not be able to: -

- a) Hold or stand for elected office or;
- b) Participate in political activities, publicly express support for a political party or undertake other activities such as canvassing on behalf of a person who seeks to be a candidate or;
- c) Speak to the public at large or publish any written or artistic work that could give the impression that they are advocating support for a political party.

Sensitive posts meet one or both of the following criteria:

- a) Giving advice on a regular basis to the authority itself, to any committee or sub-committee of the authority or to any joint committee on which the authority is represented; or where the authority is operating executive arrangements, to the executive of the authority; or any committee of that executive; or to any member of that executive who is also a member of the authority and/or;
- b) Speaking on behalf of the authority on a regular basis to journalists or broadcasters.

NB(2):

This job description only contains the principal accountabilities relating to the post, and does not describe in detail all the tasks, duties and/or activities required to carry them out.

NB(3):

The details contained in this Job Description reflect the duties and responsibilities of the job at the time it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Such variations are a common occurrence and consequently, the Council will expect to revise this Job Description from time to time and will consult with the postholder as appropriate.