Job description

**Licensing Officer (Ref: XXX)**

**Reports to: Licensing and Elections Manager**

**Responsible for - Directly: None**

**Total staff managed: None**

**Working environment: Office/Home based and occasional site visits Car user designation: Casual**

**Purpose of role:**

To work under the general direction of the Licensing and Elections Manager 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.

To be responsible for administering a variety of licensing, registration and permit regimes, including those related to hackney carriage and private hire vehicles; alcohol, entertainments and late-night refreshments; skin piercing; gambling premises and lotteries; charity collections; animal establishments, scrap metal and street trading.

**Key result areas:**

1. Day to day responsibility for processing applications, renewal, transfers and variations for all licenses issued by the team including but not limited to a variety of licensing, registration and permit regimes, including those related to hackney carriage and private hire vehicles; alcohol, entertainments and late-night refreshments; skin piercing; gambling premises and lotteries; charity collections; animal establishments, scrap metal and street trading.
2. Where representations are received, determine whether representation is valid and where necessary, arrange for applications to be considered by Licensing Committee within the statutory deadline. This involves preparing the report for Committee and ensuring all parties are invited to the meeting within the statutory deadline. Attend Licensing Committee when necessary.
3. Giving advice to applicants on how to apply for licenses and dealing with technical and legal queries from licensees, solicitors, applicants, and members of the public.
4. To deal with correspondence and produce any statistical information required.
5. Maintain the licensing database, web pages and document library. Maintenance of public

registers required under specific legislation.

1. To act as a system administrator for the licensing IT system.
2. To assist with other licensing and electoral work in peak periods.
3. To undertake any appropriate duties required to meet the Council’s obligations under the Civil

Contingencies Act.

1. To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
2. In order to maintain flexibility, the postholder may be called upon to assist with work in other Services,
3. To undertake any other such other functions commensurate with the grade of the post as may be directed by the Licensing and Elections Manager in order to facilitate the performance of the above duties and general service delivery and work efficiency of the service.

**The above may change subject to consultation with the post holder.**

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

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| Person specification |  |

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| **licensing Officer (Ref: XXX)** | |
| **Experience/ Knowledge** | Excellent communication skills both verbal and written to be able to communicate with a wide audience of customers and partners.  Experience of working in office administrative role and an understanding of administrative processes and systems  Experience of working with the public Ability to manage own time and workload  Excellent knowledge of licensing legislation and procedures. |
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| **Qualifications** | NVQ level 2 or equivalent Professional membership of a recognised organisation relevant to the post e.g. NALEO, IoL CIEH.  Demonstrable experience within a Licensing Team of a local authority (or similar relevant work experience, essential if qualification standard above not met. |
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| **Competencies** | Ability to clearly present information or provide explanations that are easily understood by others  The ability to prioritise work and to forward plan to meet personal, team and departmental deadlines.  A high standard of interpersonal skills to enable you to communicate effectively and clearly with a wide range of people and groups.  Clear, reasoned and structured report and letter writing skills.  The ability to use information technology and maintain accuracy of information. |
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| **Personal Qualities and Attributes** | The ability to work under pressure and to meet target deadlines. Capable of working effectively both independently and within a team  Willingness to acquire new knowledge and skills, in particular to ensure legislative knowledge is up to date.  The ability to assimilate and understand issues quickly and in particular an ability to demonstrate how conflicting issues may be resolved.  Excellent interpersonal skills |
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| **Behaviours** | Effective communication Working together  Taking personal responsibility Putting Great Yarmouth first Respecting others  People focused Embracing change |
| **Personal Circumstances** | An ability to work outside normal working hours when necessary and to be  flexible at other times to meet the Council’s duties. |