

## Job Description and Person Specification

**Post Title:** Licensing Officer

**Reports to:** Licensing & Environmental Health Team Leader

**Scale:** 3

**Politically Restricted:** No

### Overall Purpose

- 1) To advise, give guidance on licencing issues, and provide administrative and technical support to the Licensing Function of the Council.

### Key Roles, Tasks and Responsibilities

- 1) To carry out administrative duties for the Licensing Service, including answering phones, inputting data on our databases, processing, and issuing a range of applications including but not limited to:
  - a) Licensing Act 2003
  - b) Gambling Act 2005
  - c) Taxi and hackney carriage drivers, vehicles and operators
  - d) Beauty licences
  - e) Animal licensing
  - f) Street Trading Licences
  - g) Charitable Collections
  - h) Scrap Metal Licences
  - i) Pavement Café Licences
- 2) To raise purchase orders and manage payments related to service functions.
- 3) To maintain work records as directed, to ensure computer records and filing systems are accurate and kept up to date, and extract information and run reports as required.
- 4) To carry out verification checks and to countersign DBS disclosure checks.
- 5) To carry out general administration duties as required.
- 6) Ensure communication with businesses and members of the public meet the highest standards to deliver a consistent and brilliant level of customer satisfaction. This will include by phone, email, letter and face to face.
- 7) To undergo designated training sessions as necessary, this may be out of normal working hours and/or at other establishments as may be required.
- 8) To be flexible in approach to the work of the Environmental Services Team,

undertake any other duties as may be deemed necessary and where appropriate or when directed to do so by the Licensing & Environmental Health Team Leader, Environmental Health Manager, or Group Manager.

- 9) To understand the complexities of the different work areas within Environmental Health and how these interrelate. To work closely with all team members and to support the needs of the work areas as required.
- 10) All officers are expected to contribute and work towards the on-going policies on Community Development, Best Value, Environmental Issues, Crime and Disorder and Equal Opportunities.

## **Post Characteristics**

**Allowances:** None

**On call/emergency situations:** Not applicable

**Security/safeguarding checks:** None

## **Health and Safety Responsibilities**

To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.

To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.

To take reasonable care for health and safety of yourself and others.

To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.

To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.

To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

## **Emergency Planning/Response responsibilities**

To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

## Person Specification

### Knowledge

#### Essential:

A good working knowledge of the Microsoft suite of packages (3,4\* )

#### Desirable:

Knowledge of Licensing and/or, Animal Health and/or Environmental Health legislation, policies and procedures (3,4\*)

Knowledge of local authority policies and procedures (4\*)

### Experience

#### Essential:

Experience of working within a customer services environment. (3,4\*)

Proven experience of working in an administrative environment. (3,4\*)

#### Desirable:

Experience of DBS disclosure checks and acting upon information within them. (3,4\*)

### Skills/Abilities

#### Essential:

Ability to communicate effectively at all levels and deal sensitively with customers. (3,4\*)

Ability to work within a team and be a team player. (3,4\*)

Motivated, proactive, and takes pride in delivering high quality services. (4\*)

Flexible with working hours and breaks to ensure the needs of the business are met.(3,4\*)

Ability to maintain accurate records. (3,4\*)

Ability to organise own workload prioritise, work on own initiative and meet deadlines. (2,3,4\*)

#### Desirable:

Strong I.T. skills (3,4\*)

Ability to show initiative and demonstrate good problem solving skills. (2,4\*)

Flexible and receptive to new ideas and ways of working. (3,4\*)

## **Other**

### **Essential:**

Maintains confidentiality in line with organisational and statutory procedures. (3,4\*)

### **Desirable:**

Willing to undertake any additional training associated with the role. (3,4\*)

Method of assessment\*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

## **Job Description and Person Specification details:**

**Reviewed by:** Licensing & Environmental Health Team Leader

**Latest Version Date:** November 2023

**Job Evaluation Ref:** A1052