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| Job title  | Licensing Officer |
| Strategic team | Community Safety |
| Service  | Adults and Community |
| Business unit | Community & Customer Services |
| Responsible to (day to day issues) | Environmental Health Manager (Commercial) |
| Accountable to (line manager)  | Environmental Health Manager (Commercial) |
| Salary grade (spinal column points only) | Grade I |
| JE ref | ADC017 |

# 1. Key purpose of job

1.1 To provide high quality advice and services to licensing stakeholders to ensure effective control over licensing activities including alcohol and entertainment and late-night refreshment licensing, taxi and private hire licensing, gambling, animal welfare, charitable collections, street trading, sexual entertainment venue licensing and pavement cafes, and any other regime that may be allocated to the team.

1.2 To undertake enforcement to ensure compliance with legislative and policy requirements relating to licensing permissions issued by the team.

1.3 To act as lead officer for one or more of the following statutory responsibilities, to include leading on the implementation and business as usual legislative requirements and policy development. The post holder will maintain up-to-date knowledge and qualifications as required under the relevant legislation and will develop and maintain systems and processes to deliver continuous improvements to the service to the public and other stakeholders.

* Animal Welfare Licensing
* Taxi and Private Hire Licensing
* Licensing Act 2003
* Gambling Act 2005
* Responsible Authority for Public Nuisance & Public Safety

# 2. Anticipated outcomes of post

2.1 Demonstration of experience in the administration and enforcement of licensing legislation and application of sound knowledge and understanding of the Council’s myriad licensing functions and to provide training and support to Business Support, so the application processes is seamless.

2.2 Delivery of an efficient and effective licensing service through the delivery of flexible, quality services in line with the Council’s fit for future ambitions which meet the needs of the community and to assist in the delivery of relevant corporate objectives. To aid in the development of online and database systems to meet these ambitions.

2.3 Delivery of licensing services which promote the safety and wellbeing of the public, reduction in associated levels of crime and disorder, nuisance, and to protect children and vulnerable adults from harm or exploitation.

# 3. List key duties and accountabilities of the post

3.1 To administer and enforce a range of licensing legislation, including:

* Investigating complaints from members of the public, Councillors, M.P.’s and Senior Council Officials relating to the full range of work undertaken by the team, recording assessing and advising with regards to the complaint and conducting enforcement action where appropriate to do so.
* Inspection of premises, vehicles and other licensed locations/sites to determine compliance with the requirements of licences and registrations issued, as required.
* Advising applicants, their agents, members of the public and other interested parties and stakeholders on how to apply for and comply with those licences administered by the team and signposting to other agencies as appropriate.
* Identifying and contacting business operators who fail to apply for, or do not hold the correct authorisation to conduct any of the range of licensable activities facilitated by the team, advising on the appropriate remedy and setting out the consequences of not doing so.
* Conducting relevant enforcement action in relation to those businesses and operators that have failed to engage in the relevant licensing process.
* Preparing and serving legal notices, to prepare prosecution files and conduct PACE interviews as may be required from time to time, ensuring that documentation is available for review and decision by senior officers in a clear, concise and understandable format.
* Giving or preparing evidence and/or reports for Committee, Court or Public Enquiries as appropriate.
	1. As lead officer, to apply the relevant regulations, conditions and codes of practice, and to give advice and guidance on licensing law and related technical aspects to the general public and professional bodies where necessary.

3.3 As lead officer to maintain up to date knowledge and qualifications as required under the relevant legislation, ensuring that applications are processed and premises, vehicles and other sites/locations are inspected as required in a timely and efficient manner, risk rating premises in accordance with requirements and leading on the implementation of any impacting legislation.

3.4 As lead officer, to assist in the development, review and implementation of licensing policies, procedures, specifications and/or guidance as may be appropriate.

3.5 As lead officer, to prepare and publish licensing articles and information for the licensed trade, members of the public and other interested parties; together with information for the Council’s website and briefings for Councillors.

3.6 To attend working groups, technical groups and forums as a representative of the Council.

3.7 To provide high quality, accurate, correspondence when dealing with members of the public, licence holders and their agents, responsible authorities and other stakeholders and in dealings with Councillors.

3.10 To provide administrative statistical and financial information regarding licensing matters and activities where required.

3.11 To produce committee reports, attend and present at Licensing Committees, attend wider Committee and Council meetings, and where required, take a lead role at the meeting. provide paid advice to applicants and potential applicants and their agents about how to observe best practice under the Licensing Act 2003 and other licensing regimes as appropriate.

3.12 Undertaking as required, research and study of special projects and assisting with the presentation of information and advice with regard to those specialisms.

3.13 Promoting the Commercial Team in respect of any of the above matters by entering into formal and informal discussions, consultations and correspondence both verbally and in writing with various licence holders, applicants, members of the public and other stakeholders.

3.14 Responsibility for safeguarding and promoting public safety and the welfare of children and vulnerable adults, through the work of the department at all times

3.15 Ensuring that senior managers are kept aware of all developments requiring their decision and reporting whenever necessary, as required.

3.16 To maintain databases and information systems relating to premises, persons or vehicles controlled by the Council.

3.17 To complete individual business records, storing information accurately and appropriately, to meet legislative and departmental requirements, and to provide support and justification in respect of decisions that are made.

3.18 Complying with all relevant Departmental procedural documents including the key task and objective policies, in particular those relating to response times.

3.19 Assisting in the scrutiny of planning proposals and plans under the building regulations and advising other departments and divisions on activities relating to commercial team functions.

3.20 Observing and complying with the Council's Health and Safety Policy and Code of Conduct.

3.21 Maintain a flexible approach to the work of the team and the wider directorate, providing assistance from time to time in the operation of other duties commensurate with the level of responsibility attached to the post and at the direction of your line manager.

3.22 To deliver the post requirements in line with service targets and to conduct any other activity within the remit of the department as directed from time to time.

# 4. Budgetary/Financial Responsibilities of the post

4.1 None.

# 5. Supervision/Line Management Responsibilities of the post

5.1 None.

# 6. Working environment and conditions of the post

6.1 Office environment with visits to commercial businesses and other properties.

6.2 To work occasionally outside of normal office hours to deliver the teams objectives. This may include out of hours inspections; attendance at events and community engagement events to promote the work of the team and feedback to the community on specific issues.

# 7. Specific resources used by the post

7.1 PC, tablet, telephone, UV meter, digital thermometer

# 9. Key contacts and relationships

**External**

Business owners, members of the public, agencies such as Torbay Development Agency, Gambling Commission, Home Office etc.

**Internal**

Torbay Council employees, Elected Members

# 10. Other duties

To undertake additional duties as required, commensurate with the level of the job.

# Other Information

* All staff must commit to Equal Opportunities and Anti-Discriminatory Practice.
* The Council operates a Smoke-Free Policy, and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time, however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement.
* The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.
* The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role.
* The post is eligible for both hybrid and permanent home working.
* The post-holder must be committed to the Council’s Core Values for employees – “Torbay Council employees are committed to being forward thinking, people orientated and adaptable - always with integrity”. Evidence will be sought during the probation and appraisal processes.
* If you are required to use your own vehicle on Council business or drive a council vehicle you will be asked to provide information on any driving endorsements by accessing [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence) and providing a code to your Line Manager in order to share your driving licence information with the Council.
* As this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check (Disclosure) from the Disclosure & Barring Service before the appointment is confirmed. This will include details of ALL cautions, reprimands or final warnings as well as convictions, whether “spent” or “unspent”. Criminal convictions will only be taken into account when they are relevant to the post.
* The post holder is expected to work in a way that ensures vulnerable children and adults are safeguarded and report any safeguarding concerns in accordance with established policies and procedures.
* As this post meets the requirements of the Immigration Act 2017 (part 7) the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.

# Person Specification

## Note for Candidate

### All Candidates

The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.

 In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria.

### Candidates who consider that they have a disability

Reasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.

If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.

Wherever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.

If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role.

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## Skills and effectiveness

### Essential skills and effectiveness

1. Able to work as part of a team or on own initiative in a professional and organised manner with minimum supervision and the ability to see tasks through to successful conclusion, whilst working to tight deadlines.
2. Communicate effectively with people at all levels, using a range of modes of communication, including verbal, email and telephone, both formally and informally, whilst taking into account, issues of confidentiality.
3. Diplomatic and persuasive, with the ability to deal with difficult situations in a calm and empathetic manner.
4. Accuracy and attention to detail, with ability to plan programmes in advance, providing for efficient delivery of tasks and accountability, in a pressured environment.
5. Able to present information in a clear and concise manner that is easy to understand.
6. Good organisational skills.
7. Ability to make decisions based on information provided and to see tasks through to a successful conclusion to ensure objectives and deadlines are met.
8. Ability to balance enforcement with the practical difficulties experienced by the business community in achieving compliance.
9. Ability to write comprehensive and clear reports.
10. Ability to meet service targets and understanding of the importance of doing so.
11. Ability to use appropriate computer packages.
12. To make decisions based on the evidence provided and to seek and question if further information is required.
13. Strong customer care.
14. Ability to adhere to multiple policies and procedures.
15. As this post meets the requirements of the Immigration Act 2016 (part 7), the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post

### Desirable skills and effectiveness

1. Ability to identify service improvements.
2. Problem solving skills.
3. Ability to contribute towards change and innovation.

## Knowledge

### Essential knowledge

1. Knowledge of computer database systems and their use.
2. Up to date knowledge of Licensing Act 2003 and all areas of Animal Welfare as well as a general knowledge of other areas of licensing law and practice, including taxi and private hire, gambling, street trading and pavement café licensing.
3. Working knowledge of enforcement practices and understanding of the principles of Police and Criminal Evidence Act (PACE)
4. Good awareness of data protection, client confidentiality and freedom of information legislation.

### Desirable knowledge

1. Knowledge of database principles.
2. Knowledge of the Better Business for All principles.

## Experience and achievements

### Essential experience and achievements

1. Proven experience of dealing with a wide range of people from different backgrounds, particularly in dealing with higher level enquiries, complaints and enforcement matters.
2. Experience of working with competing deadlines whilst meeting targets.
3. Experience of undertaking in-depth, complex and protracted investigations.
4. Working on computer-based packages and managing information/data.

### Desirable experience and achievements

1. Use of electronic document management systems.
2. Giving evidence in Court.
3. Experience of working in local government.
4. Experience of working in a commercial business/business support environment.

## Qualifications/professional memberships

### Essential qualifications/professional memberships

1. Educated to degree level standard (including HND, professional/enhanced skill qualification) or equivalent or demonstrate work related experience in appropriate areas.

2. Hold a recognised level 3 certificate or equivalent/higher, covering each area of animal licensing (as falling within the remit of the Animal Welfare Regulations) or possess relevant experience (up to October 2021), to be working towards such qualification.

### Desirable qualifications/professional memberships

1. Relevant Licensing qualification.

2. European Computer Driving Licence (ECDL) or equivalent

## Essential – Other requirements of the job role

* Demonstrates a commitment to safeguard and promote the welfare of children and young people
* Ability to travel efficiently around the Bay/South West/UK in order to carry out duties
* Ability to accommodate unsociable hours
* Ability to accommodate occasional/permanent homeworking