



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Licensing Officer
GRADE:	POA
POST NUMBER:	2680
JOB TIER:	5 (non-management)
DBS CHECK:	Standard
GROUP:	Place
SERVICE:	Public Protection & Enforcement

REPORTING STRUCTURE

Reports to:	Licensing
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE

1. To undertake regulatory duties including the processing and determination of licences in relation alcohol, entertainment, gambling, sex establishments, street trading, marriage, animal licensing etc to ensure the statutory functions of the council are met.
2. To manage, with a minimum level of supervision, your own workload.
3. To carry out inspections of premises seeking to be licensed and premises currently licensed to ensure compliance with the Councils required standards i.e. Public Safety, the protection of children from

harm, the prevention of public nuisance and the prevention of crime and disorder.

4. To assess licence applications in line with the statutory requirements and Council policy.
5. To prepare and present cases for the Licensing Committee to determine.
6. To prepare cases for prosecutions and appeals where instructed to do so by the Licensing Team Manager
7. To carry out enforcement work where necessary in line with Council Policy.

A. Job Description

1. People Management

- No direct supervisory responsibility, however, may be required to assist in induction and training of peers and new employees.

2. Resident & Community Contribution

- To demonstrate understanding of the Council's Strategy, Commitments and Values to ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To help provide a safe, fair, well regulated environment for residents and businesses operating in the borough.

3. Operational Service Delivery

- a) To be an Authorised Officer and/or be fully conversant in the following legislative provisions;
 - The Licensing Act 2003
 - The Gambling Act 2005
 - The Safety at Sports Grounds Act 1975
 - The Fire Safety and Safety at Places of Sport Act 1987
 - The Marriage Act 1949 (Amended by The Marriage Act 1994)
 - The London Local Authorities Act 1990 (as amended)
 - The Local Government (Miscellaneous Provisions) Act 1982
 - The Highways Act 1980
 - The Environmental Protection Act 1990

1. To be fully conversant with the requirements for licensed premises.
2. To conduct compliance and/or enforcement inspections to ensure that premises are compliant.
3. To investigate any complaints in relation to licensed or unlicensed premises.
4. To liaise effectively with all internal and external contacts in relation to licence applications and or enforcement actions.
5. To be responsible for the processing and preparation of Licences within the specified time limits.
6. To mediate between applicants and objectors where there is a reasonable chance that such contested applications can be successfully resolved.
7. To prepare and present detailed reports for applications referred to the Licensing sub-committee. To provide advice and guidance to Members of the Licensing Committee.
8. In consultation with the Licensing Team Manager, to instigate and prepare cases for prosecution, where necessary, and to attend Court to act as a technical expert witness.
9. To manage a personal workload and record work on back office system. Undertake any specific tasks or instructions as determined by the Regulatory Services Manager.
10. To provide advice and guidance to applicants, members of the public and outside organisations on matters relating to licensing.

4. Service Planning & Development

- 4.1 Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of the plan.

5. Financial & Resource Management

- 5.1 To demonstrate cost-consciousness and identify any cost effective changes.

6. Continuous Improvement

- 6.1 To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

Internal:

Elected Members, officers at all levels, senior managers

External:

Responsible Authorities, Solicitors, applicants, licence holders, company representatives, Residents Associations, Chambers of Commerce, members of the public.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- To meet targets as set
- Determination of licences, any permits and variations or revocations, within prescribed time limits in accordance with legal requirements.
- Production and sign off reports as required.

Person Specification

Licensing Officer

This person specification will be used for recruitment to this post and will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS (list)	ESSENTIAL ✓	DESIRABLE ✓
National Certificate for Licensing Practitioners (Licensing & Gambling) or relevant qualification at a comparable level or relevant experience at a comparable level	✓	
High standard of English and Mathematics	✓	
Current Membership of the Institute of Licensing		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS (describe)	ESSENTIAL ✓	DESIRABLE ✓
Willingness to work occasionally out of hours if the needs of the service require	✓	
Current, full UK driving licence or equivalent and use of a car for business purposes		✓
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
A minimum of 3 years experience in a licensing background	✓	
Experience of local government committees' enforcement action.	✓	
Involvement with prosecution cases	✓	
Experience of formal report writing to a high standard	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
To be able to communicate verbally and in writing, with a wide cross section of the public,	✓	
To manage your own workload with minimum supervision	✓	
To be able to write full detailed reports and to present such reports to the Licensing Committee.	✓	
To be able to collect evidence, prepare cases for prosecution and, where necessary, to attend court to give evidence.	✓	

5. COMPETENCES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude</p> <p>Remains motivated, even when under pressure, to ensure that a high standard of customer service is maintained. Demonstrate a commitment to changing working practices and thinking.</p>	✓	
<p>Takes responsibility and delivers results</p> <p>Maintains focus when dealing with a variety of tasks or priorities, overcoming problems and making well considered decisions.</p>	✓	
<p>Team working</p> <p>Acts as a role model to others in the team, sharing knowledge and experience where necessary, whilst respecting and valuing the contribution that other team members' experiences can bring.</p>	✓	
<p>Communication</p> <p>Demonstrate well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences,</p>	✓	
<p>Customer Care</p> <p>Develops contacts and relationships with customer / client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	✓	
<p>Takes ownership of personal development</p> <p>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	✓	