

Northumberland County Council
JOB DESCRIPTION

Post Title:	Senior Licensing Officer	Regeneration, Commercial and Economy/Public Protection/Licensing		Office Use
Band:	8	Workplace: Various locations throughout the County		JE ref: 3739
Responsible to: Licensing Manager		Date: August 2020	Manager Level	HRMS ref:
Job Purpose: Supervise a team of staff providing licensing services to achieve allocated statutory and Public Protection service objectives. To be responsible, in conjunction with, the Licensing Manager for the application of all policies and procedures to ensure, on behalf of the council, the effective delivery of statutory licensing duties.				
Resources	Staff	Supervise a team of staff within various Council locations directly delivering licensing services to clients and the general public.		
	Financial	Monitoring the Licensing budgets to ensure fee income up to £800,000. Shared responsibility for allocated service budgets, monitoring expenditure including substantial income generation, raising orders or processing invoices within licensing.		
	Physical	Shared responsibility for the physical resources used by a team including vehicles, and equipment. Capture, input and maintain key corporate and statutory information systems.		
	Clients	Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Public, businesses, industry, elected members, local and national government bodies and other enforcement and support agencies		
Duties and key result areas: - Supervise the work of a team of Licensing Officers and Licensing Assistants to ensure efficient and effective licensing services are provided to the required statutory standard, including the issue and enforcement of all licences, permits and authorisations throughout the County under the control of the County Council - Plan, schedule and allocate work to achieve set quality and performance standards ensuring that staff understand their roles and statutory objectives and standards. - Assist to identify staff development needs, conduct appraisals, arrange training and act as a coach and mentor as appropriate in the various area locations. - In consultation with the Licensing Manager develop procedures, deliver strategies, to achieve the objectives within the Public Protection service plan. - Issuing of a variety of licences such as hackney carriage/private hire, licensable activities under the Licensing Act 2003, gambling and street trading by liaising with applicants and advising them of licensing requirements - Conduct investigations, provide witness statements and attend Court as a witness on behalf of the Council when required in accordance with the rules of evidence of the Police and Criminal Evidence Act 1984, the Regulation of Investigatory Powers Act 2000, Criminal procedure and Investigations Act 1996 and the code for Crown Prosecutors - Monitor ongoing investigations undertaken by Licensing Officers to guide, advise and review when necessary in accordance with up to date legislation. - Contribute to the maintenance of effective management and communication systems within the Public Protection service in conjunction with senior colleagues. - Interview/advise applicants, licence holders and answer general queries from the public and Elected Members maintaining appropriate statutory work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures. - Co-ordinate and undertake enforcement action both during and when required outside of normal working hours to ensure compliance with license conditions on behalf of the Council throughout the County. - Oversee the processing of payments, cash handling and to order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations. - Oversee the maintenance of statutory registers, processing of applications, granting of licenses, in accordance with appropriate legislation or refer for consideration to the appropriate Sub-Committee. - Continued professional development to ensure an up to date knowledge of changes in the licensing laws with the ability to review and revise practices to ensure compliance. - Attend Licensing Sub-Committees as required and provide information. - To liaise with the appropriate agencies prescribed by the Licensing Act 2003 as Responsible Authorities (RA's), to advise on the legislation and to process objections from those RA's for the review of licensing applications or conditions of licences.				

16. Deal with members of the public who may at times appear to be frustrated or difficult to deal with and support other officers when required whilst carrying out their duties on behalf of the Council.
17. Conduct risk assessments and ensure that all officers understand and follow health and safety working practices.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Occasional Travel to other work sites, premises, area offices or training venues throughout the County. Own vehicle essential to carry out duties
Working patterns:	Flexi-hours apply with some requirements to attend evening meetings. Also some evening/night, early morning and weekend work occasionally at short notice.
Working conditions:	Some outdoor work required in the open in all weathers as necessary. Carry out a range of licensing inspections and enforcement with Police, HMRC and other stakeholders in all weather conditions.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Senior Licensing Officer	Director/Service/Sector: Regeneration, Commercial and Economy/Public Protection/Licensing	Ref: 3739
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good standard of general education demonstrating numeracy and literacy - At least five GCSE's (Grade C or above) or equivalent. Demonstrate specialist knowledge across a wide variety of practical, theoretical procedural and policy knowledge across a wide variety of licensing regimes. Knowledge of the main operational, procedural and practical issues relating to the service across Northumberland. A knowledge and understanding of the key health and safety and public protection issues relating to the service which has a major impact on the wellbeing of the service users, the trade and the Licensing Staff. Demonstrates an awareness and commitment to proactive customer care and services. On occasions may be likely to place emotional demands due to the nature of the work involved. Evidence of ongoing personal development.	Qualification in a relevant subject Relevant Line Management qualification. Relevant Professional qualification	(a)
Experience		
Working within a professional and technical team with shared objectives Allocation of work in relation to the delivery of a wide variety of licences, permits and authorisations for the benefit of the Council. Interpretation, application and enforcement of current licensing legislation and regulations and the application of policies and procedures Experience in working collaboratively with Elected Members, service users and other regulators Experience in engaging effectively with other professionals and building productive partnerships including responding to enquiries from Benefit Fraud Investigators, Inland Revenue, Customs and Excise, Fire Brigade, Police, Environmental Health Inspectors, Veterinary Surgeons and other agencies as appropriate. Experience of investigating complaints/alleged offences or complex issues and recording and documenting decisions, actions and outcomes. Experience of licensing enforcement and implementing related legal practices and procedures, including attendance at court Experience of issuing licenses, carrying out interviews and related legal procedures and instigating prosecutions for non compliance. Experience of undertaking research, interpreting legislation, guidance and/or policy to inform actions and decision making. Experience of working with the public and meeting deadlines Experience of working to statutory based requirements and criteria.	Experience in using Microsoft Office and related software applications. Recent supervisory experience within licensing.	(a) (i) (r)

Skills and competencies Ability to prepare written, verbal and other media that are rational, convincing and coherent and present complex information to the various licensing committees in the absence of the Licensing Manager. Numerate and able to prepare accurate business related statistics. Negotiation skills and able to persuade others to an alternative point of view in order to meet the demanding needs of the clients and the general public. Developed networking, partnership & advocacy, negotiating & presentation skills Financial and commercial awareness, with analytical skills and the ability to analyse and interpret complex situations over the medium term. Effective IT skills and awareness of relevant software packages The ability to make decisions that have an impact on licence holders and their future well being and livelihood in a fair and compassionate manner. Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed and appropriate decisions in some which can be very distressing situations which may cause emotional demands on the Officers involved. Ability to operate effectively within the democratic process, with the political acumen and skills to develop productive working relationships with Elected Members that command respect, trust and confidence. Models and encourages high standards of honesty, integrity, openness, and respect for others. Able to apply own initiative to overcome day-to-day operational problems applying a methodical approach to problem solving. Carry out a range of licensing inspections and represent the Council in a responsible manner with clients who may be demanding, non compliant and abusive. Continuous contact with public/members/partners in day to day work and conflict resolution set from deadlines and conflicting demands from the general public.	Skilled in the use of Microsoft Office, Licensing software packages	(i) (a) (p)
Physical, mental and emotional demands Works from a seated position both at a desk using a PC and whilst driving. Due to the very sensitive nature and information shared during safeguarding and other stakeholder meetings it is likely that the postholder will be a party to distressing information and images that may cause them emotional demand. In good physical health able to carry out inspections involving some physical challenge when necessary. Standing and walking in the course of carrying out inspections. Need to maintain general awareness with lengthy periods of enhanced concentration. Ability to work under pressure and recognise stress in self and others. Frequent contact with public/members/partners in day to day work and conflict resolution. Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training. Audible assessment of noise. Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face to face meetings, telephone calls, emails, personal callers.		(t) (p)

Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others, for example; responding to unlicensed activities. Emotional demands in dealing with individuals in connection with licensing matters who do not exhibit normal rational behaviour and are unpredictable, unwilling to accept alternative points of view or comprehend the implications of their actions, the public or others. Emotional demands dealing with aggressive, angry or upset persons in connection with enforcement activities, including proposed prosecution, or with persons making an official complaint about a Council service or the conduct of staff who may be angry, distressed or disturbed. Able to play a role in the development of the Licensing Services within the authority and to develop new methods of working to provide the most efficient enforcement services possible		
Other		
Carry out a range of licensing inspections and represent the Council in a responsible manner with clients who may be demanding, non compliant and abusive. A corporate orientation and a commitment to tackling issues in a non-departmental manner Personality, conduct and credibility that engages and commands the confidence of Elected Members, senior managers, staff, the public external partners and other stakeholders. Able to play a role in the development of the Licensing Services within the authority and to develop new methods of working to provide the most efficient enforcement services possible. The ability to work within guidelines and practice over a broad range range of activities using officer discretion and initiative Frequent contact with public/members/partners in day to day work and conflict resolution set from deadlines and conflicting demands over a broad range of licensing functions by using initiative and discretion. Frequent contact with public/members/partners in day to day work and conflict resolution set from deadlines and conflicting demands from senior managers and the general public. Full driving licence Able to undertake evening/ late night, early morning and/or weekend work occasionally at short notice		(q) (i) (a)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits