

**Northumberland County Council
Job Description**

| | | | |
|---|--|---|--------------------------------|
| Post Title: Licensing Officer | | Director/Service/Sector Licensing Department Business Compliance & Public Safety Unit Housing and Public Protection Services | Office Use |
| Band: 7 | | Workplace: Area Offices | JE Ref 3740 HMRS Ref |
| Responsible to: Senior Licensing Officer | Date: | Manger Level: | |
| Job Purpose: To facilitate the application and development of policy and procedures relating to the licensing service. To be responsible for the day to day provision of licensing functions including the processing, production and monitoring of licences, permits and registrations. Undertake programmed and unannounced inspections, investigations and determine where necessary the appropriate enforcement action to be taken. Deal with complaints from service users, the public and other government agencies. To be responsible, in conjunction with, the Senior Licensing Officer for the application of all policy and procedures for the licensing department. | | | |
| Resources: Staff | None - Providing advice and support to colleagues delivering licensing services to clients and the general public. | | |
| Financial | Shared responsibility for handling and collecting licence fee income as part of the day to delivery of licensing services. Annual income generation of circa £800k. Shared responsibility for raising orders. | | |
| 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 Results areas: 1. i Discharging the council's statutory licensing responsibilities, including the processing, production and monitoring of licences, permits and registrations in accordance with statutory requirements and internal procedures. Liaising with applicants and advising them of licensing requirements. 2. Shared responsibility for the day to day handling, collection and receipting of payments associated with the licensing service. 3. Undertake programmed and unannounced inspections, investigations, and determine where necessary the appropriate enforcement action to be taken to ensure the efficient and effective delivery of licensing services to the required statutory standard. 4. Be fully conversant in all legislation relating to Licensing 5. Responsible for reviewing information received in the office. This may be of a sensitive and confidential nature including medical information, conviction/caution history, information relating to previous refusals/revocation of licences and immigration status by the completion of immigration status enquiry form to ensure their eligibility to work in the UK and the daily processing of this information in a professional and objective manner. 6. Deal with complaints from service users, the public and other government agencies 7. To undertake work relating to the issue and enforcement of all licences under the control of the County Council in in accordance with statutory requirements and Corporate Enforcement Policy | | | |

8. Identify personal development needs and to act as coach and mentor as appropriate. Carry out training, as directed by Licensing Manager or Senior Licensing Officer in relation to the implementation of new legislation and procedures. This training may include; staff members, licence holders and public where necessary.
9. To work within a team to develop new procedures, to achieve the objectives within the Public Protection service plan and in response to changes to legislation and guidance.
10. Undertake investigations, site visits and client or case assessments. Present completed case file and recommendations to senior members of staff in accordance with service standards. Where necessary, in the absence of senior staff produce and present committee reports and attend licensing hearings.
11. Produce complex reports, statistics and information for Freedom of Information requests (FOI's) when requested by senior staff
12. Contribute to the maintenance of effective management and communication systems within the Public Protection service in conjunction with senior colleagues.
13. Interview/advise applicants, licence holders and answer general queries from the public, Elected Members, other sections of the Council, Police and other external regulatory Authorities, maintaining appropriate statutory work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures.
14. Maintain statutory registers, process and administer licences in accordance with appropriate legislation, guidance and case law, utilising the councils licensing software.
15. To act as a counter signatory in respect of DBS disclosures.
16. 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
17. Deal with members of the public who are at times difficult to deal with and are often offensive, obstructive, and unreceptive to advice and guidance.
18. Provide support to the Licensing Assistants when directed or required to do so with the production of licences and permits and in the processing of payments, whilst carrying out their duties on behalf of the Council.
19. 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
20. Able to play a substantial role in the development of the Licensing Services within the authority and to develop new methods of working to provide the most efficient service possible.

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:

Frequent and regular travel to work sites, premises, area offices or training venues throughout the County and within neighbouring authorities

Working Patterns:

Flexi-hours apply with a requirement to occasionally attend evening meetings, scheduled evening/night, early morning and weekend work which includes ad hoc work occasionally at short notice.

Working Conditions:

Outdoor work is required and in all weather including extreme weather conditions..

| | |
|--|---|
| | Carry out a range of licensing inspections and enforcement with Police, HMRC and other stakeholders in all weather conditions often at very short notice. |
|--|---|

Northumberland County Council

Person Specification – Licensing Officer

| | | |
|--|--|----------------------------------|
| Post Title: Licensing Officer | Director/Service/Sector Licensing Department Business Compliance & Public Safety Unit Housing and Public Protection Services | Ref: 3740 |
| Essential | Desirable | Assess by |
| Qualifications and Knowledge | | |
| <p>A good standard of general education demonstrating numeracy and literacy - At least five GCSE's (Grade C or above) or equivalent.</p> <p>Knowledge of the operational, procedural and practical issues relating to the delivery of licensing services. across Northumberland.</p> <p>An understanding of the key health and safety and public protection issues relating to the service.</p> <p>Demonstrates an awareness and commitment to proactive customer care and services.</p> <p>Evidence of commitment to ongoing personal development.</p> <p>A good knowledge of relevant legislation, policies and procedures associated with the delivery of local authority licensing functions.</p> | <p>Qualification in a relevant subject</p> <p>Relevant Management Qualification</p> <p>Relevant Professional Qualification</p> | (a) |
| Experience | | |
| <p>Experience in engaging effectively with other professionals and building productive partnerships including; Benefit Fraud Investigators, Inland Revenue, Customs and Excise, Fire Brigade, Police, Environmental Health Inspectors, Veterinary Surgeons, DEFRA and other agencies appropriate.</p> <p>Experience of undertaking research, interpreting legislation, guidance and/or policy to inform actions and decision making. Experience of working with other professional & technical staff</p> <p>Experience of investigating complaints/alleged offences or complex issues and recording and documenting decisions, actions and outcomes.</p> <p>Experience of working with the public and meeting deadlines</p> <p>Experience of working to statutory based requirements and criteria.</p> | <p>Experience in using Microsoft Office and related software applications.</p> <p>Experience in working collaboratively with Elected Members, service users and other regulators</p> <p>Experience of licensing enforcement and related legal practices and procedures.</p> <p>Experience of working in a Licensing Service and ability to demonstrate developed knowledge and understanding of the role and local authority licensing responsibilities.</p> | <p>(a)</p> <p>(i)</p> <p>(r)</p> |

| Skills and competencies | | |
|---|---|----------------------------------|
| <p>Ability to prepare written, verbal and other media that are rational, convincing and coherent.</p> <p>Numerate and able to prepare business related statistics.</p> <p>Negotiation skills and able to persuade others to an alternative point of view.</p> <p>Effective IT skills and awareness of relevant software packages</p> <p>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.</p> <p>Continuous contact with public/members/partners in day to day work and conflict resolution set from deadlines and conflicting demands from the general public.</p> <p>Able to apply own initiative to overcome day-to-day operational problems applying a methodical approach to problem solving.</p> <p>Experience in building productive partnerships including responding to enquiries from Benefit Fraud Investigators, Inland Revenue, Gambling Commission, Customs and Excise, Fire Brigade, Police, Environmental Health Officers, Veterinary Surgeons and other agencies as appropriate.</p> <p>Ability to contribute to and propose effective strategies in pursuit of agreed goals and to make clear, informed and appropriate decisions.</p> <p>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.</p> <p>Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>Able to apply own initiative to overcome day-to-day operational problems applying a methodical approach to problem solving</p> | <p>Skilled in the use of Microsoft Office, Google, Microsoft 365 and Licensing software packages</p> <p>Developed networking, partnership & advocacy, negotiating & presentation skills</p> <p>Financial and commercial awareness, with analytical skills</p> | <p>(i)</p> <p>(a)</p> <p>(p)</p> |
| Physical, Mental and Emotional Demands | | |
| <p>Works from a seated position both at a desk using a PC and whilst driving.</p> <p>In good physical health able to carry out inspections involving some physical challenge when necessary.</p> <p>Standing and walking in the course of carrying out inspections.</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration.</p> <p>Ability to work under pressure and recognise stress in self and others.</p> | | <p>(t)</p> <p>(p)</p> |

| | | |
|--|--|----------------------------------|
| <p>Frequent contact with public/members/partners in day to day work and conflict resolution.</p> <p>Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings & training.</p> <p>Audible assessment of noise.</p> <p>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.</p> <p>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.</p> <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.</p> <p>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.</p> <p>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.</p> <p>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.</p> | | |
| Other | | |
| <p>A corporate orientation and a commitment to tackling issues in a non-departmental manner</p> <p>Personality, conduct and credibility that engages and commands the confidence of Elected Members, senior managers, staff, the public external partners and other stakeholders.</p> <p>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.</p> | | <p>(q)</p> <p>(i)</p> <p>(a)</p> |

| | | |
|---|--|--|
| Full driving licence Able to undertake evening/ late night, early morning and/or weekend work occasionally at short notice. | | |
|---|--|--|

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