

Specialist Licensing Officer

Job Description and Person Specification

Directorate:	Environment	Service:	Licensing
Responsible to:	Senior Licensing Officer	Responsible for:	
Grade:	8		
Location:	Civic Centre		
Job Purpose:			
Responsible for enforcement of Licensing legislation and when required deputising for the Senior Licensing Officer.			

Key Tasks & Responsibilities:
<p>To undertake compliance visits, investigate complaints and requests for service in respect of the range of licensable activities the section is responsible for eg The Licensing Act, The Gambling Act, taxi and private hire legislation, charitable collection law, animal welfare law, scrap metal, second hand goods licences, caravan sites and any other licensed premises and determine the correct course of action including enforcement where required.</p> <p>To carry out inspections and enforce where required licensable activities under the Animal Welfare (Licensing of Activities Involving Animals) (England) Regulations 2018.</p> <p>To determine the correct course of intervention for hackney carriage and private hire drivers and operators who are convicted of offences or breach licence conditions and refer appropriate cases to the licensing committee.</p> <p>To determine the correct course of action including enforcement where required of any licence provisions and conditions and co-ordinate enforcement with other agencies in relation to unlicensed premises and events and refer appropriate cases to the licensing committee.</p> <p>To interview persons where necessary in accordance with the Police And Criminal Evidence Act (1984) and determine appropriate actions in line with the enforcement policy and prepare prosecution cases where required.</p>

To give accurate advice and guidance regarding all licensing legislation to stakeholders on request.

To maintain detailed and up to date records of a standard where they can be used for prosecution purposes, freedom of information requests and statutory returns.

To work with outside agencies including the Police, in cases where joint investigations are warranted.

To attend court and licensing committee as witness, or representative of the council.

To prepare and present cases to Licensing Committee for new taxi/private hire driver applicants that fall outside licensing policy and existing taxi/private hire drivers that do not meet the policy, and for any other licensing matters as determined by the Senior Licencing Officer. In addition deputise for the Senior Licensing Officer at Licensing Committee in their absence.

To assist the Senior Licensing Officer in the determination and review of the Council's statutory polices such as the Licensing Act, Gambling Act and Taxi Policy and presenting such policies for approval by the Members.

To assist the Senior Licensing Officer in any Council initiatives aimed at promoting of the night time economy and alcohol harm reduction strategies.

To undertake on request, any other duties commensurate with the grade and expertise of the post holder.

To facilitate taxi forum meetings and produce and publish a taxi bulletin as required and attend other meetings such as Pubwatch.

To be responsible for the day to day supervision of licensing admin officers.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.

- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good Standard of Education (Minimum 6 GCSE grade C or above or equivalent including English, Maths and a science)	Essential	Application/Interview
Practical Licensing Practitioners qualification (or a willingness to undertake training)	Essential	Application/Interview
IOL BTech Level 3 Animal Welfare Inspection (or willingness to undertake training)	Essential	Application/Interview





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent IT skills with good working knowledge of a wide range of software programmes.	Essential	Application/Interview
Ability to work as part of a team	Essential	Application/Interview
Ability to use initiative and organise and manage own work with minimal supervision.	Essential	Application/Interview
Ability to work under pressure and meet deadlines.	Essential	Application/Interview
Ability to research a subject and instigate an action plan to deal with any given situation	Essential	Application/Interview
Must be able to offer accurate advice and assistance to various agencies as necessary	Essential	Application/Interview
Well-developed communication skills: able to communicate effectively both orally and in writing	Essential	Application/Interview
Clear customer focused approach to service delivery.	Essential	Application/Interview
Ability to analyse, problem solve and develop creative and innovative solutions	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience in dealing with challenging situations, demonstrating good customer care and communications.	Essential	Application/Interview

Experience in building relationships outside the confines of your specific team	Essential	Application/Interview
Experience in following documented procedures	Desirable	Application/Interview
Practical experience of front line service delivery operations.	Desirable	Application/Interview
Experience in utilising IT databases for records and maintaining data quality	Essential	Application/Interview
Experience of working effectively with a range of agencies and the community.	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview
Full UK Driving Licence	Essential	Application
Own car or other acceptable means of transport	Essential	Application
Flexible - willing to assist in other areas of Commercial safety and Licensing.	Essential	Application
Prepared to work outside normal office hours.	Essential	Application

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused

In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:

(e.g. Weekend work, shift allowance, car/mileage allowance)

- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.
- Required to work outside the Council's normal working day to attend Licensing Committee meetings for which normal hours will be given.

Prepared by: Mandy Seddon

Date: May 2026

Post Holder Signature:

Date: