Recruitment information

Job description and person specification

Your title	Senior Licensing Officer
DBS check	N/A
Post number	New -TBC
Your team	Planning and Environmental Health
You would be based	Civic Centre, High Street, Esher, KT10 9SD
Your line manager	Principal Licensing Officer

Elmbridge Borough Council
... bridging the communities ...

About the role

Our licensing service contributes significantly to the economic, social, and environmental well-being of our residents, businesses, and visitors to the Borough. We ensure applicants are suitable to hold a licence and provide their services lawfully and safely. Our overall aim is to ensure public safety for all people who may be affected by licensable activities.

You will be responsible for delivering the Council's frontline licensing services in relation to alcohol, regulated entertainment, and late-night refreshment; gambling; taxi and private hire services: animal welfare and other authorisations as deemed appropriate. This post requires a successful basic DBC check as you will be dealing with sensitive personal information and also assisting in the collection of online payments when required and for the role of Counter signatory to DBS applications as required.

The main purpose of the role

1. To deliver the Council's licensing functions in accordance with, statutory requirements and guidance, Council policies, processes, and procedures.

2. To ensure compliance with the terms and conditions of all licences issued by the Licensing Team and take appropriate enforcement action as necessary.

3. To investigate complaints, and take appropriate enforcement action in line with statutory requirements and guidance, policies, and procedures

4. To interpret statutory requirements, guidance, and Council policies and advise stakeholders in relation to all services provided by the Licensing Team.

5. To determine the suitability of applicants to hold a licence, and determine applications for all licences, registrations and permits handled by the Licensing Team. To recommend licence refusals or revocations.

6. To assist senior officers in preparing reports for hearings and the effective decision-making process.

Specific duties and responsibilities

1. To investigate allegations of criminal offences including unlicensed activity, and non-compliance with licence conditions.

2. To gather and record evidence, prepare witness statements or reports and present evidence for court hearings, committee and sub-committee meetings, informal hearings, and other enforcement action. All action must be taken in accordance with statutory requirements and guidance, and Council policies and procedures.

3. To attend Magistrates' and Crown Court to give evidence on behalf of the Council.

4. To attend Licensing committee meetings and assist the Principal Licensing Officer.

5. To write and present reports at licensing sub-committee meetings and attend meetings as the lead officer.

6. To plan and carry out risk-based licensing inspections of licensed premises such as pubs and betting shops, to ensure compliance with statutory requirements and licence conditions.

7. To work in partnership with external agencies and other services regarding licensing and related matters, for example Safeguarding.

8. To respond to enquiries and correspondence from the public, external customers and organisations, elected Members, and colleagues.

9. To interpret statutory requirements, guidance, and Council policies, and advise applicants, licence holders, and other stakeholders.

10. To carry out technical checks in respect of licence applications and notices given to the Council and determine those applications under delegated powers.

11. To determine the suitability of an applicant to hold a licence and once granted, to review the licence holder's continued suitability to hold a licence.

12. To analyse varied and complex information, carry out mediation where required, issue instructions and provide solutions, serve notices, and suspend licences, and maximise income by ensuring all licence fees and charges are collected in accordance with statutory requirements.

13. To develop and deliver selected pro-active enforcement projects and other projects.

14. To assist the Principal Licensing Officer to develop, review and consult on local licensing policies; to develop local procedures, public information, guidance and licence conditions.

15. Under the Principal Licensing Officer's direction, to advise, instruct, check work, and provide on-the-job training for other team members.

16. To use the relevant computer system(s) to handle and process personal and sensitive information in respect of licence applications, maintain customer confidentiality, accurately record information such as enforcement actions, and to record information for management and other purposes.

What's missing

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed to do the job.

We will consider your written application in relation to the essential knowledge, skills, abilities, education, and experience required for the job, and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- how you can contribute to providing good quality services for all.
- **For each of the requirements listed overleaf, you will need to explain how your skills,abilities, knowledge, education, and experience make you suitable for this post.** You may have gained these through previous employment, voluntary/community work,spare time activities, home responsibilities, training, or languages spoken.
- You should also include anything else relevant to the job, which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Senior Licensing Officer

Post No: PES TBC New

Team: Licensing - Planning and Environmental Health

Hours: 36

Car Allowance: C3 Frequent Car User

Salary: PO37 - PO42 (£43,482 - £49,132)

	Key requirements	(Desirable / Essential)	To be tested by: Application (A) Test (T) Interview (I)
Qualifications and Education			
1	A degree, or a Certificate of Higher Education in Licensing Law, or other relevant licensing or legal qualification, or associated qualification, or other demonstrable competence or experience of working at this level.	Essential	A
2	Eligible for Individual Membership of the Institute of Licensing.	Essential	A,
3	Hold a Level 3 Certificate (Animal Licensing Inspector) or commitment to undertake and successfully complete necessary training and qualification.	Essential	A,
Experience			
4	Experience investigating offences, including gathering evidence, interviewing under caution, preparing witness statements, producing written reports, and giving evidence at court.	Desirable	A, I
5	Able to provide on-the-job training and mentoring for other team members to assist with staff development.	Essential	A, I
6	Able to interpret, apply and enforce local authority processes, statutory guidance or relevant legislation and tobe confident to make decisions and determinations.	Essential	A, T, I
7	Experience of preparing reports and presenting them to committees and hearings ensuring appropriate outcomes.	Desirable	A, I
8	Experience working with members of the public, applicants, licensees, agents, responsible authorities, other agencies and councillors in informal and formal settings.	Desirable	A, I

Knowledge, skills, and abilities

9	Excellent written and verbal communication skills.	Essential	A, T, I
10	Able to analyse information, identify relevant facts, and record and present information accurately in a way that is understood.	Essential	A, T, I
11	Able to organise and prioritise workload, to meet deadlinesfor self and others within a changing and flexible environment both collaboratively and independently.	Essential	A, I
12	Competent in a variety of ICT hardware and software packages including Word, Excel, PowerPoint & Outlook, and database systems.	Essential	A, I
13	Ability to remain calm and focused under pressure and provide excellent customer services throughout.	Essential	A, I
14	Adaptable and Flexible team player who is able to engage colleagues and is committed to successful team working.	Essential	A, I
Special requirements			
15	Successful enhanced disclosure (**post recruitment process)** required to counter-sign for DBS applications.	Essential	I
16	Willing to mentor colleagues to assist in staff development.	Essential	A, I
17	Valid driving licence, with use of a car for work purposes.	Essential	A, I
18	Available to carry out site visits, attend meetings and carry out investigations outside normal office hours and at weekends if necessary.	Essential	A, I