

Job Profile

Job Title	Licensing Officer
Salary/Grade	4
Service	Food, Health & Safety and Licensing
Reports to	Environmental Health Manager
Manages/supervises	N/A

Job Purpose	<p>To provide support in discharging the Council's duties with respect to its Licensing functions, including those under the Licensing Act 2003, Gambling Act 2005 and licensing of Private Hire Vehicles and Hackney Carriages, Licensed Drivers and Private Hire Operators, Sex Establishments, Street Trading, Pavement Permits, Animal Welfare, Scrap Metal Dealers, Houses in Multiple Occupation, Special Treatments.</p> <p>The section contributes to the work of the Department as part of a comprehensive Environmental Health Service not only to fulfil statutory functions and respond effectively to customers, but also to assist in the delivery of relevant corporate objectives.</p>
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Principal Accountabilities

- To regularly attend and make presentations to Council committee meetings, panels, briefing sessions and consultative forums.
- To assist with the development and implementation of enforcement strategies and programmes for the Team's licensing functions to optimise service delivery and encourage compliance with licensing standards.
- To attend meetings and participate in working parties internally and with external bodies as required representing the interests of the Council and the Department.
- To assist in creating and refining Council Licensing Policies and standards.
- To respond to service requests and enquiries and investigate complaints and incidents in accordance with internal and external protocols.
- To conduct investigations in order to support the licensing regimes and to undertake follow up action (inc enforcement action as appropriate) where breaches are identified.
- To carry out inspections of relevant sites, buildings, facilities, etc. and the examination of records, vehicles and equipment.
- To carry out various types of surveillance, monitoring and measurement, for example, checking the calibration of taximeters, and to accurately record and analyse results.

- To carry out duties and responsibilities in accordance with the Council's commitment to customer service excellence and ensure compliance with the Corporate Customer Service Standards and Food, Health & Safety and Licensing Performance standards.
- To acquire and maintain a good working knowledge of law enforcement issues in the widest sense. Also, to maintain specialist knowledge of local authority licensing legislation, procedures and practices, both sufficient to perform tasks related to the post and to provide expert advice to others.
- Undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To participate in working out of normal office hours as required in order to meet service demands and emergencies.
- To compile reports, statements, schedules, etc. for consideration of licence determinations, prosecutions, simple cautions, suspensions and revocations in accordance with established procedures, in some cases leading to the presentation of evidence in court or licensing hearings/panels.
- To ensure the maintenance of all electronic and paper record keeping systems in an accurate and orderly fashion to support the administration of them licensing function.
- To be a Disclosure & Barring Service (DBS) counter-signatory authorised by the Council as a registered body and to comply with DBS and Council codes on handling personal data.
- To establish working partnerships with colleagues in the Team, other departments and partner agencies to pursue common objectives, deliver outcomes in accordance with local needs, and ensure services are integrated at the point of delivery.
- To support other organisations with providing licensing advice and services, as necessary and instructed by line manager.
- To undertake any other duties within the department (Environment) that are compatible with the grading of this post and the contingencies of the service.

In order to achieve operational objectives, the above-mentioned duties will involve working outside normal hours. On average, the post holder should expect such occasions to arise on at least one day in every week worked.

Corporate Accountabilities

- To take responsibility for maintaining own health and attendance.
- To support, contribute and comply with quality and governance procedures as directed by management.
- To apply and actively promote the principles of the Council's Equal Opportunities Policy in all areas of employment and service delivery.
- Any other associated duties detailed by Head of Service or his representative.
- To advise Line manager if, at any time, the above duties and responsibilities cannot be performed.

- Any other duties as required to support the business, including maintaining business continuity and during civil emergencies.
- To apply and actively promote the principles of the Council's Safeguarding Procedure in all areas of employment and service delivery.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act.
- To comply with standard employee Health and Safety at Work responsibilities and the Council's policies and procedures.

Skills, Knowledge and Experience

(Tested at application and interview stage)

Experience and Qualifications

- Experience within a Licensing Team of a Local Authority (or similar relevant work experience) **(Essential)**
- Experience of applying and/or interpreting complex technical standards/regulations. **(Essential)**
- Experience of enforcement of licensing law relating to licences detailed in principal accountabilities detailed above. **(Essential)**
- Professional membership of a recognised organisation relevant to the post e.g. IOL, CIEH, NALEO **(Desirable)**
- Possession of recognised qualification(s) related to local authority licensing functions e.g. Certificate of Higher Education in Licensing Law **(Desirable)**
- Previous professional training concerning local authority licensing, law enforcement practices and procedures **(Desirable)**

Skills and Knowledge

- Excellent verbal communication and interpersonal skills including the ability to negotiate with a variety of audiences using a variety of skills. **(Essential)**
- Ability to produce letters, reports, statements, notices etc. **(Essential)**
- Ability to communicate effectively using a range of methods with colleagues, Senior Managers, Members and Licence Holders. **(Essential)**
- Ability to present reports to groups, Committees and Drivers Panels. **(Essential)**
- Ability to work with Microsoft products and a good understanding of the use of IT databases. **(Desirable)**
- Capable of effectively organising and prioritising own workload to ensure the meeting of targets. **(Desirable)**
- Capable of working effectively both independently and within a team. **(Essential)**
- Willingness to acquire new knowledge and skills, in particular to promote improved service delivery/effective service outcomes. **(Essential)**
- Demonstrable commitment to public safety issues and effective service delivery, including through partnership working. **(Essential)**
- A sound understanding of legal practice and procedures relating to the licensing activities of local authorities. **(Essential)**
- Ability to be mobile around the District including working or attending meetings at other premises/organisations outside of the district. **(Essential)**
- Capability of flexibility in working times, including night times and weekends. **(Essential)**

Competencies

(Tested at interview stage)

Communicating Effectively

Demonstrate the effective use of the range of communication methods available: written, spoken, electronic, and use these methods in appropriate ways suitable to the context and situation

- Present spoken communication in a polite, friendly and respectful manner seeking to ensure mutual understanding.
- Listen well and seek clarification and understanding, avoiding jumping to conclusions or making assumptions.
- Present information and ideas in a clear and understandable way which avoids jargon.
- Seek to understand the communication needs of colleagues and customers, being mindful of equality issues and the diverse needs of the range of people we work with.
- Choose the most appropriate method of communication for the situation, seeking to avoid using one fixed style or approach.

Performing efficiently and effectively

Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems

- Ensure that all work carried out by you is in line with business and service plans and supports the overall aims and ambition of the Council.
- Plan your workload effectively, reporting achievements, and problems to appropriate managers and project leaders.
- See tasks and objectives through to completion.
- Approach challenges with drive and enthusiasm.
- Strive for continuous improvement in your work and manage your learning and development to enable you to perform to the best of your ability.

Using and managing resources efficiently and effectively

Demonstrate the effective and efficient use of the full range of resources used in and by the Council including time, finances, staffing, equipment, information, materials, buildings, etc.

- Take responsibility for managing your time, seeking efficient ways to carry out your work, maximising your output and minimising wastage.
- Use and acquire materials effectively and efficiently minimising wastage, recycling where possible, and striving for cost effectiveness.
- Seek out ways to improve the use of resources.

Engaging with the customer

Understand the needs and requirements of their customers, to provide excellent customer service, and to involve customers in the improvement of services

- Provide a helpful and friendly service to customers both internally and externally.
- Take responsibility for following up on enquiries and solving customer issues.
- Make efforts to fully understand the customer's needs and avoid assuming that "we know best".
- Ensure that you have a full understanding of the needs and requirements of the customer.
- Seek feedback from internal and external customers on the effectiveness and efficiency of the service you provide.

Working well together

Actively foster good working relationships with colleagues and customers in order to collectively achieve the Council's direction and ambition

- Co-operate and work well with colleagues at all levels of the organisation seeking collective responsibility for the achievement of goals.
- Demonstrate consideration, and respect for other's feelings and opinions and avoid judging and making assumptions.
- Maintain positive working relationships with external contacts in order to maintain the reputation of the Council.
- Seek to actively solve problems and avoid passing the issue on to others or leaving the problem unresolved.
- Demonstrate self-awareness of your style of working and develop flexibility and adaptability in order to work well with others.

Other Conditions

Does this post require a DBS check	No	Is this a politically restricted Post:	No
Is this post entitled to a lease car	Yes	Is this post entitled to a casual car allowance	Yes
Job profile update	August 2019		

Values and Behaviours

Braintree District Council has developed values and behaviours that demonstrate and measure what we expect to see from our staff. They are integrated across the Council and are used as part of performance reviews, inductions procedures, the apprentice programme and all training interventions.

We call them PRIDE:

- P - Perform well and get things done
- R - Respect and value customers and staff
- I - Improve and learn
- D - Deliver that bit extra
- E - Efficient and effective

P - Perform well and get things done

We will:	We will not:
Take responsibility for our actions and be accountable	Be negative or disruptive
Be positive, show enthusiasm and energy - it's infectious	Be resistant to change
Be flexible and adaptable to get things done	Put things off or ignore colleagues and customers
Work well together and be committed to what we do	Fail to manage our own performance

R - Respect and value customers and staff

We will:	We will not:
Be open and honest	Be unhelpful or say 'It's not my job'
Listen and focus on customers' needs	Say one thing and do another
Be open-minded and treat everyone fairly	Disregard the views and opinions of others
	Support or tolerate a blame culture

I - Improve and learn

We will:	We will not:
Create opportunities for everyone to improve	Cover up our mistakes
Take ownership for our own development	Keep getting the same things wrong
Share lessons learnt and help colleagues	Ignore customer feedback
Welcome questions and challenges to help us do things better	

D - Deliver that bit extra

We will:	We will not:
Focus on solutions, not problems	Stick to methods that don't work or are outdated
Be open to new ideas and aim high	Make promised we can't keep
Have a 'can do' attitude	Work in isolation and only care about our own jobs
Be proud of what we do	

E - Efficient and effective

We will:	We will not:
Make the best use of the resources available to us	Waste resources
Communicate clearly with the right people at the right time	Be unhelpful or rude
Respond promptly to customers' requests	Be closed-minded and say 'I've always done it this way'
Seek new ways of working to do our jobs more effectively	Undermine change or improvements