

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Senior Licensing Officer
Job Family:	Professional Support
Service:	Licensing
Location:	Town Hall
Reporting To:	Principal Licensing Officer

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To provide effective support within the licensing service which supports the service to maintain the high standards and meet statutory requirements.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

<p>Service Specific</p>	<p>Procedures/practice</p> <p>To deliver the Council's licensing functions in accordance with statutory requirements and guidance, Council policies, processes, and procedures.</p> <p>To take a lead role in developing programmes of proactive enforcement, compliance checking and interventions across all the licensing areas.</p> <p>In conjunction with the Principal Licensing Officer, support the Licensing Officers in delivering an appropriate enforcement regime.</p> <p>To interpret statutory requirements, guidance, and Council policies and advise stakeholders in relation to all services provided by the Licensing Team.</p> <p>To determine the suitability of applicants to hold a licence, and determine applications for all licences, registrations and permits handled by the team. To issue refusals, suspensions or revocations when necessary and exercise judgement about when this is warranted in line with adopted policy.</p> <p>To develop and deliver selected pro-active enforcement projects and other projects.</p>
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	<p>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.</p> <p>Under the Principal Licensing Officer’s direction, to advise, instruct, check work, and provide on-the-job training for other team members</p> <p>Attention to legal details including the wording of appropriate licence conditions.</p> <p>The processing of confidential health information and criminal records</p>
<p>Generic Duties</p>	<p>Supervision</p> <ul style="list-style-type: none"> • Guide and enable the team to deliver high quality services that are customer centred, safe and low risk in line with relevant legislation • Assist the Principal Licensing Officer to plan and organise the logistics of the team in order that agreed work schedules and key performance targets are met in a very busy and frequently changing environment. • Use practical knowledge, experience and understanding of the work to provide helpful direction and guidance to each team member when it is needed. • Be part of the delivery team and fulfil the work schedule and key performance targets set for the service and follow procedures, industry standards and professional licences qualifications & training relevant to the work • Assist in the development of ideas and recommendations for doing things more efficiently recognising and furthering the feedback from the team • Deal with problems as they occur, taking instruction from a manager when required to ensure a speedy response <p>Professional Support</p> <ul style="list-style-type: none"> • Provide support to a technical and professional service to help ensure council statutory obligations are adhered to through investigations, inspections and enforcements in accordance with relevant legislation, codes of practice and other regulatory instruments. • To act as first point of contact for customers and resolve straightforward queries. • Initialise and plan project work. • To collate and present relevant data/information to enable the organisation to make informed decisions.

	<ul style="list-style-type: none"> • To seek, build and maintain good relationships with senior managers, business partners, other Councils and all levels of staff. • To manage processes within the service to ensure smooth delivery of services.
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The key decision making areas in the role

Exercise professional judgement in a regulatory capacity using legal precedent and available guidance. Being prepared to justify the chosen course of action to an appeals committee or at a magistrates court.

Follow detailed guidance and policy to support decisions made.

Responsible for planning and organising ones own workload taking into account the relative priorities of the team and of the council.

Dealing with different applications at different stages and decisions about the order of priority.

Decisions around when to deviate from established policy based around professional judgement and risk.

Making occasional complex decisions without recourse to Principal Licensing Officer and on referral from other team members.

The handling and secure storage of confidential health and criminal records of applicants.

Customers and contacts

Knowledge of other service areas within the Council/Authority

Contact with licence holders, applicants and those affected by the actions of licence holders and including persons who may present in a heightened state of anxiety or emotion.

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Personal and shared responsibility for income generation or expenditure budgets • Accounting for or handling expenditure or money 	<ul style="list-style-type: none"> • Dealing with heightened emotions from the effect of regulatory decisions on those it affects. • Implementing and enforcing regulations and licence conditions • Supporting and authenticating the decisions of others. • provision of training, development and guidance

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
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.	E		
Eligible for Individual Membership of the Institute of Licensing.	E		
Hold a Level 3 Certificate (Animal Licensing Inspector) or commitment to undertake and successfully complete necessary training and qualification.	D		
Knowledge and Experience			
Experience of investigating offences, including gathering evidence, interviewing under caution, preparing witness statements, producing written reports, and giving evidence at court.	E		
Able to provide on-the-job training and mentoring for other team members to assist with staff development	E		
Able to interpret, apply and enforce local authority processes, statutory guidance or relevant legislation and to be confident to make decisions and determinations.	E		
Experience of preparing reports and presenting them to committees and hearings ensuring appropriate outcomes.	D		
Experience working with members of the public, applicants, licensees, agents, responsible authorities, other agencies and councillors in informal and formal settings.	E		
Skills			
Able to analyse information, identify relevant facts, and record and present information accurately in a way that is understood.	E		
Competent in a variety of ICT hardware and software packages including Word, Excel, PowerPoint & Outlook, and database systems.	E		
Ability to remain calm and focused under pressure and provide excellent customer services throughout	E		
Excellent written and verbal communication skills.	E		
Additional Requirements			
Willing to mentor colleagues to assist in staff development.	E		
Valid driving licence, with use of a car for work purposes.	E		

Available to carry out site visits, attend meetings and carry out investigations outside normal office hours and at weekends if necessary	E		
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