

# Epsom & Ewell Borough Council

## Role Profile Template

<b>Role Title:</b>	Licensing Officer
<b>Job Family:</b>	Technical (G8)
<b>Service:</b>	Housing and Community
<b>Location:</b>	Town Hall
<b>Reporting To:</b>	Principal Licensing Officer

<b>Role Purpose:</b>	To provide effective service delivery of all of the functions of the council's licensing service.
<b><i>Why the role exists and its contribution</i></b>	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

## Main Duties and accountabilities

<b>Service Specific</b>	<ul style="list-style-type: none"> <li>• Give advice on, process and issue licences, registrations and permits issued by the Service, including; Licensing Act 2003, Gambling Act 2005, Animal Welfare and Zoos, Private and Public Hire, Special Treatment, Street Trading, Sex Entertainment Venues, Scrap Metal and Charities.</li> <li>• Undertake suitability checks on new and existing drivers including Knowledge Tests, DBS and Immigration checks.</li> <li>• Inspect vehicles to ensure suitability for licensing at initial, interim and annual checks, and roadside compliance, suspending licences as appropriate.</li> <li>• Produce and present reports for management, Committees and other agencies, and make recommendations as appropriate including suitability of applications.</li> <li>• To monitor and enforce licence conditions and ensure complaints are investigated and resolved effectively, make recommendations to the Service Manager on proposed actions.</li> <li>• Inspect (prospective and existing) licensed premises to assess suitability and compliance, and produce inspection reports, warning or advisory letters to licensees/applicants, licences or Committee reports as required.</li> <li>• Collate evidence, in the case of unlicensed activity and/or licence breaches, prepare witness statements and prosecution papers, and represent the Authority in Court.</li> <li>• Keep abreast with current licensing policies and procedures and relay such to applicants, Members, the public and others as required.</li> <li>• Support the Service Manager to deliver training programmes to Members as required.</li> <li>• Establish and maintain links with the Police, Fire Service, other Licensing Authorities and other agencies to ensure effective joint working, enforcement and partnership working and information exchange.</li> <li>• To complete information and performance requests and statutory returns at the direction of the Service Manager.</li> <li>• Plan and organise own workload, including inspection regimes, ensuring statutory timescales are adhered to.</li> <li>• Frequent outside working required, such as vehicle checks and licensing compliance checks to premises. Appropriate protective clothing will be provided</li> <li>• Evening and weekend work on an ad-hoc basis to ensure premises and private and public hire compliance</li> <li>• Dealing with potentially aggressive behaviour from applicants/licence holders if the decision taken to refuse to licence or suspend, or when dealing with complaints.</li> </ul>
<b>Generic Duties</b>	<b>Delivery</b>

- Achieves individual targets and objectives to support the delivery of service plans
- Provides work statistics to section timescales.
- Maintains a good knowledge of service in order to give correct advice to customers.
- Deals with enquiries regarding service related matters
- Ensures an efficient service is given whilst being polite, courteous and understanding
- Complies with the Council's complaints procedure

#### **Process**

- Adheres to service related processes and manages workload to deliver services
- Constantly review procedures to ensure efficient working
- Keeps abreast of changes to service related legislation
- Assists in the achievement of any annual Performance Indicators targets / service delivery plan and contributes effectively to My Performance Conversations

#### **One Team**

- Communicates in a clear and concise manner
- Liaises with other services across the Council
- Liaises with outside bodies where necessary
- Contributes to effective teamwork

### **The key decision making areas in the role**

To determine the suitability of prospective and existing licensees and businesses.

Ensure compliance with policies and statutory guidance to ensure that licensees comply.

Manage own workload and priorities work to ensure statutory and service targets are attained, and covering the workload of colleagues in the team during their absence.

Make recommendations to the Service Manager for the issue of penalty points.

Give advice on wording for operating schedules and applications to implement effective conditions for Licensing Act and other licence types.

Assess the suitability and practices of Animal Welfare businesses, and determine appropriate star ratings.

Use own initiative to suspend or refuse to licence hackney carriages or private hire vehicles considering their roadworthiness.

Refuse to grant or renew drivers on the basis of not being fit and proper due to convictions, immigration status, medical fitness or other grounds as per the legislation.

### **Customers and contacts**

Knowledge of other service areas within the Council/Authority

Frequent contact with licence holders, business, applicants, members of the public and others, acting as first point of contact for all licensing matters.

Contact with Surrey-wide and broader Licensing Authorities to ensure best practice and appropriate joint working groups and arrangements.

Contact with applicants throughout the application process and duration of their licence(s).

Dimensions of the role	
Financial	Non-financial
<p>Team income target of c£250K.</p> <p>Provide assistance as required to Service Manager for setting of licence fees annually.</p> <p>Ensure licence fees are received/paid and correctly allocated to the appropriate income code.</p>	<p>No Direct Reports</p> <p>Assessing suitability to hold licences for persons and businesses sensitively considering it is their livelihood</p> <p>The impact of your decision making on customers</p> <p>Enforcing regulations and licence conditions and application requirements</p> <p>Health and safety of customers – ensure premises and vehicles are safe.</p>

# Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Four GCSE Grades at level C and above including English Language and Mathematics or equivalent.	E	X	X
At least 1 years' experience of working in a local authority licensing, regulatory and/or customer focussed environment	E	X	X
<b>Knowledge and Experience</b>			
Awareness of Local Authority licensing regulations.	E	X	X
Ability to produce reports and/or statements and present to Licensing Panels and Court.	D	X	X
<b>Skills</b>			
Excellent team player	E	X	X
Excellent communication skills – written and oral	E	X	X
Ability to work under pressure and to tight deadlines	E	X	X
Willingness to undertake enforcement action, including ad-hoc anti-social hours	E	X	X
Flexible approach	E	X	X
IT literate – Microsoft Office	E	X	X
<b>Additional Requirements</b>			
Ability to work occasional out of office hours	E	X	X