



Information pack for the post of
Licensing Enforcement Officer
Job reference number 1308
Closing date: 12 July 2026 (23:59)
Interview date: 28 July 2026

Guidance on completing the application form.

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

Disclosure and Barring Service (DBS)

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:
www.gov.uk/disclosure-barring-service-check

Politically Restricted Post

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

Candidature for election

Holding office in a political party
Canvassing at elections
Speaking or writing publicly on matters of party political controversy.

Additional Clearance

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

Referees

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

Evidence of information provided in your application form

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

Equality and diversity

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

Eligibility to work in the UK

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

What happens after I submit in my application?

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail recruitment@spelthorne.gov.uk with any queries.

You are also able to apply online using www.surreyjobs.info

surreyjobs.info
A revolution for Public Sector jobs in Surrey
www.spelthorne.gov.uk





Advert

Licensing Enforcement Officer

Salary £28,846 - £38,866 pa plus Essential user car allowance and a 10% Recruitment allowance*

Full time – 36 hours per week

We are looking for a committed and enthusiastic Licensing Officer to join our small but busy team. Your full range of duties will include enforcing the relevant provisions under the Licensing Act, Gambling Act, street trading/collections, hackney carriage/private hire, scrap metal dealers, Pavement Licensing and animal welfare. You will be carrying out site visits and licensed premises inspections, you will therefore need your own car to get around the district.

You will be enthusiastic, committed, self-motivated and have a positive attitude. You must be an excellent communicator with sound time management skills and be confident in dealing with members of the public. You must be able to demonstrate your ability to adapt to changing priorities and work to tight deadlines.

On a typical day, you would:

- Determining licensing applications and inspecting premises.
- Inspecting vehicles to be licensed.
- Responding to licensing related service requests, providing advice and investigating allegations of breaches of licensing conditions.
- Collating evidence, preparing reports and presenting for subcommittee hearings and/or legal proceedings.
- Contribute to the development of licensing related policies and procedures.

To succeed in this role, you will be able to demonstrate:

- Excellent interpersonal skills and confidence in dealing with people;
- Excellent organisational skills;
- Good knowledge and practical experience of applying licensing law;
- Strong ability to process information, reason, be curious and ask appropriate questions at the right time;
- Ability to make timely and effective decisions;
- Ability to work independently and as part of a high performing team;
- Tenacity, with a problem-solving mindset;
- The ability to adapt to change and use initiative;
- The ability to devise, learn and adapt to new systems and processes;
- and
- Be willing to work outside of normal office hours occasionally, as required.

*A recruitment allowance applies to this position. A payment of up to £3,887 will be paid in the first month's salary, with repayment required if the appointed person leaves within three years, thus:

- Leave within the first 12 months - 100% repayment
- Leave 13-36 months - reduced by 1/24 for each month employed during that period

Please note that as part of the employment checks, this post has an essential car user allowance attached to it. A valid driving licence, and access to a vehicle insured for business use will be required.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits package that includes flexible working hours, pension scheme and at least 23 days paid leave per year (pro rata for part time).

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

For an informal discussion about the post, please contact Lucy Catlyn, Principal Licensing Officer on 01784 444295, or Fidelma Bahoshy, Senior Environmental Health Manager 01784 446430.

Closing date: Sunday 12 July at 23.59pm

Interview date: Tuesday 28 July 2026 (in person at Council Offices, Knowle Green)

To apply please use the 'apply online' button below.

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

Local Government Reorganisation (LGR)

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#)

Working towards equal opportunities

Strictly No Agencies



Job Description

Date Reviewed:	March 2026
Post Title:	Licensing Enforcement Officer
Post Numbers:	2153A & 2432A
Service:	Environmental Health
Section Head:	Group Head Place Protection and Prosperity
Report To:	Principal Licensing Officer
General Duties:	To administer and enforce the relevant statutory provisions under the Licensing Act 2003, Gambling Act 2005, street trading/collections and hackney carriage/private hire legislation and byelaws, and Animal Welfare.
Essential Requirements:	<ul style="list-style-type: none">• Good written and verbal communication skills and computer literate.• Good standard of education as specified in Person Specification.• Experience in dealing with members of the public, good interpersonal and customer care skills.• Good organisation skills and ability to prioritise a heavy workload• Genuine interest in the work and a willingness for personal development. Make visits outside normal working hours.• Full UK's driver licence.
General Responsibilities:	<p>Equal Opportunities: The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p>GDPR: The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p>Health and Safety: The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.</p>
Particular Duties and responsibilities:	<ol style="list-style-type: none">1. Carry out the full range of administrative duties required within the Licensing Team (e.g. data entry onto the computer; receive and deal with requests for service from members of the public/customers; sending out application forms and associated

paperwork for various types of licences/permits administered by the Licensing Team, etc).

2. Assess all applications and associated paperwork against criteria set by the Council and/or legislative requirements. Where necessary, interview applicants for various licences administered by the Licensing Team. Inspect/assist in the inspection of vehicles or business premises to ensure compliance with agreed licence/permit conditions or legal requirements.
3. Issue the various types of licences/permits, badges, etc., to approved licensable premises, vehicles, operators, drivers and maintain an accurate computerised record of each.
4. To prepare/assist in the preparation of reports and attend Licensing Committees/Sub-committee hearings, where necessary, to represent the Council in relevant areas of work and give evidence for the Council at Magistrates Court.
5. Assist the Senior Environmental Health Manager/Principal Licensing Officer in the amendment of relevant policies, procedures, conditions and/or criteria as necessary to take into account any local or national changes (e.g. local byelaws and new legislation).
6. Assist the Senior Environmental Health Manager/ Principal Licensing Officer in any amendments to the licence fees administered by the Licensing Team.
7. Assess/assist in the assessment of the need for and introduction of taxi ranks as necessary and ensure that they are maintained in a fit and proper state.
8. Liaise with Licensing Officers of neighbouring authorities to ensure a consistent approach to the licensing procedures, conditions and fees.
9. To liaise with the local police and other “responsible authorities” (as defined in legislation) to carry out any necessary enforcement.
10. To investigate complaints from the public or businesses regarding any licensing matters dealt with by the Licensing Team.
11. To prepare/assist in the preparation of documentation for prosecutions and other Court work relating to enforcement proceedings, including interviewing witnesses, etc.
12. To recommend appropriate action to the Senior Environmental Health Manager/ Principal Licensing Officer such as suspension/revocation of licences, or prosecutions.
13. Arrange and carry out or assist in the implementation of any appropriate tests, spot checks and inspections, as required to ascertain compliance with licence conditions.
14. To ensure that any alterations in circumstances to various licences or permits are recorded and that licences are renewed as and when required, or when licences are revoked/suspended, that they are returned to the Council.
15. To make visits outside normal working hours, as required.
16. Carry out risk-based and intelligence-led licensing enforcement activities, using data, intelligence reports and complaints analysis to prioritise interventions
17. Support enforcement across additional licensing regimes including pavement cafés, sex establishments and emerging areas of regulatory responsibility.
18. Maintain high standards of digital record-keeping, support online licensing application processes, and contribute to continuous improvement of licensing software systems.

19. Identify and report safeguarding concerns, ensuring licensing activity supports the protection of vulnerable persons, including children and at-risk adults.
20. Participate in joint enforcement operations with police and community safety partners, particularly related to night-time economy and public safety
21. Conduct investigations in accordance with PACE and where necessary RIPA requirements, preparing accurate evidence for legal proceedings
22. Contribute to the development, review and consultation of licensing policies, procedures and service plans, ensuring alignment with national guidance and best practice
23. Undertake ongoing training to maintain up-to-date knowledge of licensing law, enforcement powers and best practice
24. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.



Person Specification

Post: **Licensing Enforcement Officer**

Post Number: 2153A 2432A

Key Job Requirements	Desirable/ Essential	Testing Mechanism
<p>1. Skills</p> <p>Excellent written and verbal communication skills</p> <p>Excellent organisational skills</p> <p>Strong ability to process information, reason, be curious and ask appropriate questions at the right time</p> <p>The ability to adapt to change and use initiative</p> <p>Ability to carry out the work, with or without supervision and make timely and effective decisions, depending on relevant experience</p> <p>Excellent customer care skills</p> <p>Computer literate with Microsoft</p> <p>Computer literate with Uniform</p> <p>The ability to devise, learn and adapt to new systems and processes</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p> <p>Application / Interview</p>
<p>2. Experience</p> <p>Experience in dealing with members of the public, excellent interpersonal skills</p>	<p>Essential</p>	<p>Application / Interview</p>

Person Specification

Post: **Licensing Enforcement Officer**

Post Number: 2153A 2432A

Key Job Requirements	Desirable/ Essential	Testing Mechanism
<p>Experience in one or more of the following areas of work:</p> <p>(a) Taxi and private hire licensing and enforcement work</p> <p>(b) Undertaking enforcement work relating to the Licensing Act 2003 or Gambling Act 2005.</p> <p>(c) Any other regulatory work in the public sector (e.g. in local authorities, the police or the fire service).</p>	Desirable	Application / Interview
<p>Experience in dealing with and enforcement of environmental health legislation and gathering appropriate evidence to present at court/public enquiry hearings.</p>	Desirable	Application / Interview
<p>Experience of report writing</p>	Desirable	Application / Interview
<p>3. Knowledge</p>		
<p>Knowledge of relevant aspects of Environmental Health legislation including, PACE, RIPA, etc.</p>	Desirable	Application / Interview
<p>Specialist knowledge of relevant environmental health function, in particular any licensing work,</p>	Desirable	Application / Interview
<p>4. Qualifications</p>		
<p>Good standard of secondary education:</p>	Essential	App/Interview/Proof
<p>Minimum 4 GCSE or equivalent including Maths & English.</p>	Essential	App/Interview/Proof
<p>2 A-levels or equivalent;</p>	Desirable	App/Interview/Proof
<p>Degree or Diploma (or equivalent) qualification, preferably in a related subject;</p>	Desirable	App/Interview/Proof
<p>Full UK Drivers Licence and use of own car</p>	Essential	App/Interview/Proof
<p>5. Personal Qualities</p>		
<p>Willingness to make visits outside normal working hours, as required.</p>	Essential	Application / Interview

Person Specification

Post: **Licensing Enforcement Officer**

Post Number: 2153A 2432A

Key Job Requirements	Desirable/ Essential	Testing Mechanism
Good interpersonal skills.	Essential	Application / Interview
Demonstrate a genuine interest in the work and a commitment to develop into the role.	Essential	Application / Interview
Self-motivated and commitment to continuous personal development and good customer service.	Essential	Application / Interview