

Job title:	Senior Licensing Officer	Role Profile No	SC014V2
Grade/s	Q		
Directorate / Pillar / Strand	Strategic Development – Regulatory Services	Reporting to: Responsible for:	Regulatory Services Business Manager

Role Overview

To provide day to day management of the licensing team ensuring that officers are appropriately managed and supported to delivery effective and quality licensing services, whilst maintaining a caseload in relation to licensing activities.

This role will work alongside, and ensure that the team provides support to, the Service Specialist – Licensing and will report to the Regulatory Services Business Manager. The role includes:

- To provide day to day line management of the licensing team ensuring staff are supported and appropriately qualified and that appropriate staff resources are available
- Implement the regulation of the Licensing Act, 2003 along with related local and national advice and guidance
- Assess the full range of licensing and related applications for and to process and issue licences including documented decisions for each application.
- Support the Service Specialist – Licensing in providing written and oral advice to the Licensing Committee, Panels, Courts and tribunals as required.
- Support the Service Specialist where necessary to represent the Licensing Authority in the defence of decisions, including at Hearings and Court.
- In consultation with the Service Specialist – Licensing oversee, initiate, investigate and take appropriate action to rectify breaches and alleged breaches of licensing, including supporting the Service Specialist on joint operations with external partner organisations such as the Police, pub watch, businesses, In Swindon and other stakeholders to facilitate collaborative solutions to achieve shared outcomes.
- Provide advice on a day-to-day basis about licensing matters within the area of the Licensing Authority.
- Ensure that the Licensing Authority is accessible through a range of media.
- Manage electronic systems for recording licence applications and compliance of authorisations used.

Role Purpose:

Team Management

- To provide effective team management, and working with the Service Specialist – Licensing, ensure that the team is appropriately resourced and able to deliver the range of requirements associated with the Council’s licensing functions. This includes conducting regular 121 meetings, PDP’s and supporting staff development, management of team recruitment and retention, holding and updating staff authorisations, maintaining staff records and records of enforcement activity, undertaking team and staff performance management.
- To work alongside the Service Specialist – Licensing to ensure the delivery of the service is effectively provided and that records are properly held and procedures followed.

Licensing Service

- Work with the Service Specialist – Licensing to maintain a caseload of licensing activities including processing, interpreting licensing legislation and guidance and the regulation of licensing applications, permits and consents primarily in relation to Alcohol, Gambling, Special Treatments and Scrap Metal Dealers together with other licensing functions of the service including the management of taxi licensing functions.
- Manage, implement and coordinate the procedures and processes in the determination of valid licensing and related applications submitted to the Licensing Authority. To support the Service Specialist – Licensing in preparing and reviewing case reports to assess the merits of the full range of licensing and related applications where this is required, including the making of a recommendation for licences or revocation or amendment of licences for committees or delegated decision making.
- Advise and respond to queries from applicants, businesses, public and other stakeholders with regards to licence application and review procedures and other technical matters effectively utilising a detailed knowledge of Licensing law and procedures and where necessary manage the delivery of negative feedback to them on contentious issues.
- Support licensees and their agents in completing licence applications and give advice and be the main point of contact throughout the licensing process.
- Assess premises for the compliance of licensing conditions and to make recommendations regarding appropriate conditions. To provide a response to licence applications as a representative of the Licensing Authority
- To support the Service Specialist – Licensing in;
 - The carrying out of inspections, interventions and investigate complaints both during and outside normal working hours to ensure compliance with legislative requirements, including noise complaints and licence conditions, and where appropriate conformity with technical standards and Health and Safety legislation.
 - The investigation of complex breaches of legislation including taking of statements; gathering evidence and interviewing under caution persons suspected of offences In accordance with the Police and Criminal Evidence Act, associated legislation and procedural requirements, and in conjunction with the service specialist – licensing and if necessary the regulatory services business manager, take appropriate enforcement action in line with departmental policies. These investigations may include the seizing of evidence; the taking of witness statements; the submission of goods and samples for testing; the interviewing of suspected offenders; and issuing of statutory notices to prevent unsafe goods being moved, sold or to require goods to be recalled,

- or to issue improvement, prohibition and closure notices of premises where competent.
- Preparing reports to Licensing Committee in respect of all licensing matters as required and to represent the service at meetings to present reports in the absence of the service specialist – licensing.
- Devising, planning and managing projects and surveys to check compliance with legal requirements in a particular trade or product sector including contributing in the preparation of service plans in accordance with the council’s business planning framework.
- Leading on multiagency projects in respect of licensed premises.
- Be an authorised officer of the council and to carry out effectively with minimal supervision, enforcement duties under all legislation relevant to this post, including but not exclusively the provision of licensing and event safety
- Work with and support other enforcement agencies and exchange enforcement intelligence and attend joint meeting as may be required for example Wiltshire Police, the Council’s Anti-Social Behaviour team and other partners as necessary
- To be responsible for all duties associated with the day to day administration of the licensing service including the management and maintenance of the licensing database, the receipt and processing of official applications, data entry, amendment and retrieval, monitoring, identifying and reporting on licensing trends and collating official returns.
- Be responsible for interpreting licensing legislation and guidance when dealing with all licence applications, and to provide advice on such to others involved in the licensing service.

IT and data management

- Hold a competent working knowledge of the Service’s licensing applications (Uniform)
- Ensure that Licensing records and databases, for premises and service requests are maintained by the input of accurate data required.
- Undertake regular performance monitoring by developing and reviewing performance reports from the system

Budgets

- Provide support to the Service Specialist – Licensing who is the budget holder by developing processes that assist in monitoring of licensing income on a monthly basis In conjunction with service specialist – licensing identify outstanding debts in relation to licensing
- You may be required to collect licensing fees including the handling of cash and to follow all relevant processes in relation to this.

General

- Respond to Freedom of Information and data protection requests on behalf of the Local Authority.
- Respond to service complaints and requests in accordance with procedures.
- Stand in for the service specialist – licensing as required at external meeting/ committees.
- Undertake such training as may be required on current legislation and guidance and provide cascade training to staff.
- Ensure that services are delivered in a manner which welcomes and values diversity and ensure that no customer either internal or external will receive less favourable treatment or unjustifiable discrimination on the grounds of race, sex, sexual preference, religion, impairment, age or home address.

- Undertake any other appropriate function as directed by the regulatory services business manager
- To oversee and direct temporary staff employed from time to time.

Knowledge and Experience

Essential:

- A qualification in Licensing or a related discipline (required to ensure an appropriate degree of technical knowledge)
- Direct line management experience
- Membership (or eligibility for membership) of the Institute of Licensing (required to prepare and present evidence at Licensing Hearings)
- Experience in all aspects of local authority licensing role, with a sound working knowledge of the legal and procedural aspects of local authority licensing and registration functions, relevant government policies and the influence of business environment
- At least 2 years of experience in licensing (Including taxis)
- Experience of staff supervision. (required to ensure that the applicant has appropriate team and people skills)
- Computer literacy in word processing, database, spreadsheet and presentation packages (required for day to day undertakings of the job)
- Experience in the training and supervision of staff (to ensure that the post-holder has the skills and experience to manage staff)
- Experience of managing projects (to ensure that set tasks are undertaken and completed to a satisfactory standard)
- Experience of results driven joint or matrix working
- An ability to communicate effectively and establish effective working relationships including with elected members, senior officers and representatives of other organisations
- Commitment to innovation, flexibility and team work
- A full working knowledge of all relevant licensing legislation, and a proven ability to apply it to deliver jointly commissioned outcomes.
- Ability to undertake site visits
- Ability to work unsocial hours as required (Including bank holidays + weekends)

Desirable:

- Completion of familiarisation courses in RIPA (Regulatory and Investigatory Powers Act) and PACE (Police and Criminal Evidence Act).
- Experience of using IDOX Uniform case management system
- Certificate of competence in Environmental Noise measurement
- Experience in licence enforcement activity with multi-agency partners
- Experience of partnership working in licensing and in the presentation of information to Members of the Council and the public (to meet the Council's requirements for stakeholder involvement in the planning process)

Job Specific Competencies :)

- Commitment to partnership working
- Excellent written and verbal communication skills

- Able to manage a team
- Good administrative and working practices
- Good understanding and application of performance management
- Good organisational skills
- Flexible and responsive
- An ability to deal with a wide range of customers.

Decision Making:

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- Advising on the validity of responses to applications and requests for Licences and reviews.
- Determining licence applications under delegated authority
- Determining whether appropriate action should be taken in respect of breaches of licensing control

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Contacts and Relationships

Working closely with the Service Specialist – Licensing and the partners listed below, improving communication and connectivity in order to make better use of the resources, facilities, relationships and partnerships. Working in a collaborative manner with external and internal customers, community members and other bodies that interact with this role.

- Colleagues from external agencies – e.g. other health professionals, the Police, In-Swindon, Inland Revenue, Fire Authority etc. - to share intelligence on criminal activity and engage in joint initiatives
- Other Council service areas
- Swindon Primary Care Trust/Health Protection Agency
- National Government Agencies
- Business owners and senior managers, landlords
- Members of the public
- Licensees and taxi licence holders

Regulatory Services Business Manager	
Signature:	Date:
Director of Strategic Development	
Signature:	Date: