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| Job Title: Trainee Licensing Officer / Licensing Officer | Role Profile Number: RTN28 |
| Grade: M (Year 1) N (Year 2 plus) | Date Prepared: March 2021 |
| Directorate/Group: Economy & Development | Reporting to: Licensing Manager |
| Structure Chart attached: | No |

This role has a career grading in place to assist with recruitment and retention of staff. Movement within the career grade will be based on the measurement of objective progression criteria specified in this role profile. Progression is based on job requirements and not the personal attributes and achievements of the individual

Job Purpose

- To oversee and ensure compliance with all non-highway licensing legislation enforced by the Council which includes premises licensing, street trading, animal welfare, taxi and private hire, safety at sports grounds, skin piercing and tattooing.
- Acting as the primary point of delivery for licensing validation, approvals, and registrations. Monitoring developments in Licensing practice and the business and regulatory environment in which businesses operate.
- Carry out inspection and enforcement action in respect of unlicensed or non-compliant activities. Oversee and participate in partnership working with external organisations such as the Police, Pub Watch, businesses, in-Swindon and any other stakeholders to facilitate collaborative solutions to shared outcomes.
- Manage electronic systems for recording licence applications and compliance of authorisations issued.

Key Accountabilities

- To assist the Licensing Manager in the administration and enforcement of all relevant licensing functions and to deputise for the Licensing Manager as appropriate
- To be responsible for validating, processing and making decisions on licensing applications and where appropriate undertake consultation or mediation
- To be responsible for all duties associated with the 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.

- To ensure that all licensing fees are collected and recorded in an efficient and effective manner
- Certify, record, where appropriate authorise and act upon licence applications, sharing incoming data with partners on an informed basis and as appropriate.
- To be responsible for interpreting licensing legislation and guidance when dealing with all licence applications
- To be able to recognise, interpret and work to statutory guidelines as defined in licensing legislation
- To work closely with and support Wiltshire Police Licensing Service, Anti Social Behaviour team and other partners as directed by the Licensing Manager
- Inspect premises to check compliance with licensing conditions and to support multi-agency working
- To inspect private hire and hackney carriage vehicles as required and take appropriate enforcement action
- To process and administer private hire and hackney carriage driver and vehicle applications
- Carry out enforcement activity to check compliance with relevant legislation; to examine procedures and check products and equipment as may be required
- Investigate 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 Licensing Manager, take appropriate enforcement action in line with Council policies. The investigation 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 the 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 to do so.
- Prepare reports for prosecution/ licensing review in accordance with evidential requirements; make recommendations as to further action and give evidence in court as required.
- To carry out licensing visits of pet shops, riding establishments, tattooists, skin piercers and animal boarding establishments
- To prepare and present reports to Licensing Committee, panels or hearings in respect of all licensing matters as required
- To monitor licensing income on a monthly basis to report the Licensing Manager
- To identify outstanding debts in relation to licensing and report outstanding matters to the Licensing Manager and respond accordingly.
- To represent the Licensing Service at internal and external meetings
- To write and prepare reports, policy, procedures and briefing notes associated with Licensing and other operational issues as directed by the Licensing Manager
- To positively contribute to the corporate project teams when required.
- To retain a specialist knowledge in an area of licensing (this could be animal welfare, skin piercing and tattooing, street trading or taxi licensing) and to ensure the team is up-to-date in these areas
- To work to tight deadlines involving changing problems, circumstances or demand.
- To undertake any other such duties as may be reasonably required , including work outside normal office hours by prior arrangement as appropriate which could include evening meetings or out of hours enforcement activities.

Supplementary Accountabilities

- When requested to attend and support Pub Watch and Taxi Forum meetings and encourage good links with licensees
- You may be required to supervise and manage the Licensing Administration Officers or Animal Warden in their day-to-day work
- Where required, to undertake duties associated with investigating, collecting and handling stray dogs. This will include the post holder carrying out manual handling duties.
- To attend court when necessary for prosecutions and as an expert witness.
- To oversee and direct temporary staff employed from time to time.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Please refer to the career grade criteria for specific knowledge and experience

- 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 the business environment.
- An understanding of IT including MS office and spreadsheet \ database packages
- An ability to make site visits
- Ability to work to tight deadlines and deliver on time
- Ability to communicate effectively and establish good working relationships
- Commitment to innovation, flexible working and team work
- Experience of working with the public
- Ability to carry out inspections, enforcement and investigations and gather evidence.
- Ability to manage own time and workload
- Proven ability to form effective working relationships with elected members, senior officers and representatives of other organisations
- Completion of familiarisation courses in RIPA (Regulatory and Investigatory Powers Act) and PACE (Police and Criminal Evidence Act).
- Experience of working with partners and external organisations
- Experience of working with Stray Dogs and Animal Licensing, including Pet Sop Licensing, Animal Boarding and Riding Establishments
- Experience of Taxi licensing
- Experience of skin piercing and tattooing licensing
- Experience of street trading
- Experience of using IDOX Uniform
- A full driving licence

Qualifications

Please refer to the Career Grade Criteria for qualifications for each level.

- English Language and Mathematics to GCSE 'O' level or equivalent.
- A Certificate of Higher Education in Licensing Law and Practice or equivalent

Decision Making

- Advising Members of the Council and Senior officers on technical matters
- Advising colleagues and partners on technical matters
- Advising on the validity of responses to applications and requests for Licences and reviews.
- Determining license applications under delegated authority .
- To work to tight deadlines involving changing problems, circumstances or demand.

Creativity and Innovation

- To interpret, assess and to report to the Licensing Manager on licensees, licensed premises and licence applications that fail to meet statutory deadlines or guidance.
- Provide an advisory service to customers and internal and external partners, utilising a detailed knowledge of Licensing law and procedures.
- Commitment to innovation, flexible working and team work
- Take appropriate enforcement action proportionate to any non-compliance; and advise licensees both verbally and in writing of legal requirements as may be necessary.
- To advise applicants and the public on licensing matters and where necessary manage the delivery of negative feedback to them on contentious issues.

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| <u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• None• Typical tasks supervised/allocated to others <ul style="list-style-type: none">••• | Budget Holder Responsibility Asset Responsibility: | No . |
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Contacts and Relationships

- To be able to communicate with and respond to questions effectively to licence applicants, responsible authorities, members of the public and elected members.

- Colleagues from external agencies – eg 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
- BSW Clinical Commissioning Group
- National Government Agencies
- Business owners and senior managers, landlords
- Members of the public

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

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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| Employee Signature: | Print Name: |
| Date: | |
| Line Managers Signature: | Print Name:: |
| Date: | |