

Lancaster City Council - Job Description & Person Specification

Job Title:	Licensing Officer	Grade:	GG8	Job Code:	LCC246
Service/Team:	Governance/Licensing	Role Type:	PERMANENT/HYBRID	Reports to:	Senior Licensing Officer
Line Manages:	None.				

Job Overview

Overview

This post works in the Council's Licensing team, performing a range of administrative and enforcement activities in relation to the Local Authority Licensing functions. To contribute to the efficient and effective delivery of the service, it takes responsibility for delivery of a personal caseload, providing professional assessment and problem solving, advice, investigation and enforcement.

Direct Responsibilities

1. Maintain in-depth, up-to-date licensing knowledge. Be fully conversant and proficient with all relevant policies, application criteria and processes associated with the licensing service. (Including but not limited to, Premises, Gambling, Taxis and other Miscellaneous registrations).
2. To undertake, as required, a full range of licensing enforcement activities, including the inspection of premises and vehicles both inside and outside of normal office hours in accordance with the relevant legislative provisions and for the purpose of discharging relevant statutory duties on behalf of the Council.
3. To provide holiday, sickness, and any other incidental cover, to support service delivery, prepare and produce licences ready for issue and maintain associated records.
4. To investigate, and provide efficient response to public complaints, service requests and enquiries received by the service.
5. To provide advice to both public and licensed trade(s) in respect of licensing enquiries.
6. To attend the taxi and private hire liaison group and contribute effectively to discussions as and when required.
7. Prepare and present routine reports at Licensing Committee and Sub-Committees.
8. To undertake formal investigations, the collection and preparation of evidence, to carry out interviews under formal caution, to prepare prosecution files when necessary, and to represent the Council in the presentation of such evidence in court.
9. Participate in joint working to help build and strengthen established partnership working, training initiatives etc. raising awareness, promoting service and council aims, values and behaviours, and enhancing service delivery.
10. To implement the policies of the council and the service and undertake such other duties as may be required from time to time, and as instructed by the Senior Licensing Officer or Licensing Manager.

Primary Measurable Objectives

- **Manage and deliver a personal caseload producing timely and effective results in advice, problem solving, investigations and enforcement.**
- **Maximise efficiency and service performance, making prompt and full use of the service's systems.**
- **Assist in learning from experience, service development and continuous improvement.**
- **Provide a high standard of customer service and networking with colleagues and partner agencies, aiming to make a positive difference in our communities and to promote public safety.**

Staff Management Responsibilities

No Line Management or Supervisory Responsibility required.

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Other requirements

Due to the nature of the post, and to support service delivery, a proportion of hours will be worked outside of normal working hours

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	5 GSCE's Grade 9 – 4 (A to C) or equivalent including English and Mathematics.	Professional Licensing Practitioners Qualification (Institute of Licensing) or Recognised regulatory services training or qualification.	App Form, Interview, Certificate
Experience	Experience of working in regulatory services.	Detailed experience of Licensing compliance and enforcement activity.	App Form, Interview
Job Related Skills, Knowledge & Abilities	<p>Knowledge of Local Authority Licensing Functions.</p> <p>Familiarity with wider Council and key partner agency purposes and functions.</p>		App Form, Interview
Personal Attributes Including Interpersonal & Communication Skills	<p>Good written and verbal communication skills.</p> <p>Good organisational skills</p> <p>Ability to manage workload and prioritise accordingly.</p>		App Form, Interview

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Special Requirements/Other	Full driving licence		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	