

## Job Description

**POST TITLE:** Technical Licensing Officer

**DIRECTORATE:** Regeneration, Economy and Housing Development

**Division:** Housing Strategy and Homelessness

**SERVICE:** Private Sector Housing

**GRADE:** Scale 6 - SO1

**RESPONSIBLE TO:** Principal Licensing Officer

**RESPONSIBLE FOR:** (No staff)

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### PURPOSE OF THE JOB:

#### Sc 6

To provide technical, regulatory and administrative support to the PSH Licensing Service, ensuring the accurate processing of licensing applications, effective customer service, and reliable maintenance of statutory records. The post holder will undertake licensing checks, validate information, and support officers by ensuring cases are prepared accurately for intervention and decision-making.

#### SO1

To act as a skilled technical officer within the licensing team, responsible for managing complex and sensitive casework, undertaking detailed compliance assessments, exercising delegated decision-making within defined parameters, and contributing to service-wide improvements. The post holder will support the Principal Licensing Officer in workflow design, process improvement, digital system development, mentoring and quality assurance.

Progression from Sc6 to SO1 is dependent on demonstration of competence, experience, technical capability, and consistent performance at the SO1 level.

### MAIN AREAS OF RESPONSIBILITY:

The post-holder will have responsibility and accountability for the following:

#### Technical Licensing Work:

##### Sc 6

- Process licensing applications end-to-end, undertaking initial checks and identifying missing information.
- Carry out standard searches (Land Registry, Companies House, ID verification) and prepare complete application packs.

- Escalate compliance concerns, safeguarding matters or irregularities to senior officers.
- Draft routine licensing correspondence and maintain accurate case files.
- Update digital records, statutory registers and databases in line with procedures.
- Issue approved licences or refusals as instructed by senior officers.
- Ensure all work meets statutory and internal timescales.

## **SO1**

- Undertake complex and sensitive licensing assessments, including defective applications, unlicensed properties and potential non-compliance.
- Interpret and apply legislation, statutory guidance and case law; provide advice to officers and stakeholders.
- Draft legally robust notices, conditions and enforcement-related correspondence.
- Make delegated licensing decisions in accordance with agreed schemes of delegation.
- Provide technical leadership on risk assessment, fit and proper person checks and validation of significant legal information.
- Lead quality assurance checks on casework completed by Sc6 officers.

## **Customer and Stakeholder Engagement**

### **Sc 6**

- Act as first point of contact for enquiries from landlords, agents, residents and internal teams.
- Provide clear information on licensing requirements, processes and evidence standards.
- Handle routine and moderately complex customer queries and escalate contentious matters where needed.
- Attend meetings, take minutes and maintain accurate records.

## **SO1**

- Handle escalated, sensitive or contentious enquiries using discretion and sound judgement.
- Provide specialist technical advice to landlords, agents, legal representatives and enforcement colleagues.
- Support consultation and stakeholder engagement activities relating to licensing policy, system changes or service improvements.
- Represent the service at internal or external meetings where technical expertise is required.

## **Data Management, Systems and Reporting**

### **Sc 6**

- Maintain accurate digital and paper records in compliance with statutory and audit requirements.
- Run reports, collate monitoring data and prepare routine performance information.
- Support system updates (templates, workflows, data entry) as directed.

## **SO1**

- Lead on system administration tasks where authorised, including workflow creation, template design, data quality audits and troubleshooting.
- Develop and produce complex datasets, dashboards and performance analysis for managers.
- Test, implement and evaluate new digital processes, working with ICT and software providers.
- Identify recurring issues, risks and service gaps and propose solutions.

## **FINANCE AND COMPLIANCE:**

### **Sc 6**

- Process, verify and record payments in accordance with council financial regulations.
- Maintain accurate financial records in line with Council regulations.
- Raise orders, receipt goods, and process invoices in accordance with delegated authority.

### **SO1**

- Monitor and track application fee income, reporting discrepancies and contributing to financial forecasting and budget monitoring within the licensing service.
- Provide guidance and training to colleagues on financial procedures and compliance requirements.
- Undertake financial compliance checks and audit preparation within the licensing function.
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## **CORPORATE RESPONSIBILITIES:**

### **Sc 6**

- Contribute to service improvements by identifying basic process inefficiencies.
- Support new starters by sharing standard processes.
- Maintain up-to-date knowledge of relevant systems and procedures.

### **SO1**

- Lead on process reviews, workflow redesign and continuous improvement initiatives.
- Contribute to policy development and implementation of new licensing schemes.
- Mentor and support the training of Sc6 officers, temporary staff and colleagues from partner teams.
- Represent the service as a technical specialist where appropriate.

## **SERVICE DELIVERY**

### **Applies to both grades:**

- Maintain and promote a culture of high standards, professionalism and accountability within PSH.
- Represent the service at internal meetings, contributing technical knowledge to decision-making.
- Contribute to the training and mentoring of new staff, temporary staff and colleagues from partner teams, sharing good practice and standardising approaches.

- Continuously update own knowledge in relation to housing and licensing law, digital systems, policy changes and best practice.
- Undertake any other duties commensurate with the grade to support the effective functioning of the service.
- Demonstrate initiative, problem-solving and a positive 'can-do' approach.
- To deal with all day-to-day correspondence and telephone calls in line with service standards.
- Adhere to Council policies including financial regulations, equality, diversity, safeguarding and health and safety.

## Person Specification

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### QUALIFICATIONS AND TRAINING

#### Sc6

- Demonstrable experience in a technical, regulatory, compliance or housing-related administrative role.
- Willingness to undertake training in licensing, enforcement and relevant legislation, and any necessary training in the use of the Councils IT systems, applications and databases.

#### SO1

- Proven technical competence in regulation/compliance and experience in licensing or similar field.
- Evidence of continued professional development and training.

### EXPERIENCE

#### Sc 6

- Handling complex administrative/technical case work.
- Using databases and producing reports.
- Customer-facing work including sensitive issues.

## **SO1**

- Managing complex or contentious regulatory casework.
- Applying legislation and technical standards with autonomy.
- Mentoring colleagues and contributing to service development.
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## **JOB RELATED SKILLS AND KNOWLEDGE**

### **Sc 6**

- Strong attention to detail, accurate data handling and good communication.
- Basic understanding of regulatory and data protection requirements.

## **SO1**

- Advanced understanding of regulatory frameworks, risk assessment and legal compliance.
- Ability to draft legally defensible documents and make evidence-based recommendations/decisions.
- Strong analytical skills and use of data for service planning.

***NB: All employees are expected to adhere to the Council's Diversity & Equality and Health and Safety Policies.***