



Person Specification			
Post title	Senior Licensing Officer (Administration)	Grade	L

To be successful in this role you will need to demonstrate how you meet the criteria below at application & interview stage.

Shortlisting Number	Criteria	Method of assessment
Skills, knowledge, experience		
S1	Experience of working within a Local Authority Licensing Service	CV/SS, I
S2	Knowledge of IT Systems. Proven word processing skills	CV/SS, I
S3	Pleasant and customer friendly attitude with experience of dealing with customers and handling difficult situations	CV/SS, I
S4	Ability to plan and delegate workloads effectively among a team of officers, in order to meet targets and deadlines.	CV/SS, I
S5	Experience leading a team including management of team rosters, annual leave, absence management and disciplinary procedures, giving staff feedback and progress reporting	CV/SS, I
S6	Ability to work in partnership with other Council Services and partner agencies	CV/SS, I
S7	Ability to organise and prioritise workloads and adhere to tight deadlines	CV/SS, I
S8	Understanding of data protection measures and management of sensitive data	CV/SS, I
S9	Demonstrate an ability to work as part of a team in a flexible and responsive manner	CV/SS, I
Personal attributes and circumstances		
P1	You must adhere to the “Knowsley Better Together” staff qualities; Integrity, Accountability, Communication and Respect	I
P2	Willing to be responsive to the needs of the service and therefore be flexible with regard to the hours that need to be worked.	CV/SS, I
Communication		
C1	Excellent written and verbal communication skills with the ability to write and present complex reports	CV/SS, I
C2	Ability to communicate effectively with a wide range of customers and partner agencies and to	CV/SS, I

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	respond appropriately to their needs.	
C3	Ability to communicate in an open and honest manner.	CV/SS, I
Qualifications		
Q1	Good standard of education, including English Language GCSE or equivalent, a relevant licensing or management qualification would also be an advantage.	CV/SS, C
Q2	Demonstrate a personal commitment to continuous learning and development in matters related to the role	CV/SS, C

CV/SS = Curriculum Vitae/Supporting Statement **A** = Application Form **C** = Certificate **E** = Exercise **I** = Interview
P = Presentation **AC** = Assessment Centre **T** = Test

Where the post involves working with children, in addition to a candidate's ability to perform the duties of the post, the interview will also explore issues relating to safeguarding and promoting the welfare of children, including:

- **Motivation to work with children and young people.**
- **Ability to form and maintain appropriate relationships and personal boundaries with children and young people.**
- **Emotional resilience in working with challenging behaviours.**
- **Attitudes to use of authority and maintaining discipline**

We have a positive attitude to the employment of disabled people and guarantee an interview to those who meet **all** the necessary criteria of the person specification.

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