



Job description			
Job title	Senior Licensing Officer (Administration)		
Grade	L		
Directorate	Communities & Neighbourhoods		
Service/team	Licensing		
Accountable to	Licensing Team Leader		
Responsible for	Licensing Officers		
JE Reference	A5378	Date Reviewed	11/11/2024

Purpose of the Job

Under the direction of the Licensing Team Leader and/or Consumer Protection Manager, to be responsible for the day-to-day administration/enforcement of all functions relating to licensing, including the day-to-day management of Licensing Officers/Licensing Enforcement Officers, ensuring that a comprehensive and effective licensing service is delivered.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To take a lead role in the delivery of a comprehensive licensing service ensuring the Council meets its statutory responsibilities in relation all licensing administration and enforcement functions including Hackney Carriage/Private Hire Drivers and Vehicle, the Licensing Act 2003, Gambling Act 2005, and any other relevant licensing areas.
2. To be responsible for the day-to-day supervision of the licensing officers/licensing enforcement officers in the performance of their duties.
3. Provide professional and expert advice and guidance to applicants, Licence holders, internal officers, including Members, senior managers and external partners.
4. Maintain Licensing databases and management systems to ensure effective management of files and correspondence submitted as part of the licensing function and maintain records for the licensing function and carry out monitoring to ensure data accuracy.



5. To monitor the receipt, processing and subsequent issuing of licences in relation to all licences under the control of the Environmental Health and Consumer Protection Service.
6. To monitor the receipt, processing and response to all complaints/actions in relation to Licence Holders ensuring the appropriate enforcement action is carried out.
7. To monitor the receipt of licence fees in connection to such licences to include the balancing of accounts.
8. Prepare correspondence, write reports and attend Licensing Sub Committee Hearings, represent the Council at meetings and attend Court Hearings to give evidence and be cross-examined when required to do so.
9. To compile and prepare all legal documents in connection with the investigation of criminal offences and where required give evidence in any related court proceedings or tribunal.
10. To maintain a comprehensive notebook consistent with evidential procedures and ensure that all visits / inspections are properly recorded on appropriate systems.
11. To keep accurate records of all visits and / or actions. To maintain computerised records where necessary relating to the work of the service, using the appropriate systems / technology where appropriate.
12. To liaise with Merseyside Police and the other responsible authorities or other consultees in relation to relevant licensing matters.
13. To liaise with the other Senior Licensing Officers to ensure there are effective lines of communication between all areas of the Licensing Service.
14. To assist the Licensing Team Leader/Consumer Protection Manager in the review of licensing policies.
15. To assist the Licensing Team Leader/Consumer Protection Manager in the drafting of the Licensing Service Plan and ensure that the plan is completed in line with agreed targets.
16. To liaise with Democratic Services in relation to both Licensing Committee and Licensing Sub Committees.
17. To advise Members and Senior Officers within the Council on all matters appertaining to Licensing.



18. To carry out all HR functions in relation to the Licensing Officers/Licensing Enforcement Officers including leave, flexi and sickness records.
19. Conduct employee development reviews, to identify training and development needs and train/support the training of staff employed within the Licensing service.
20. To investigate any customer complaints relating to the Licensing Service.
21. To carry out any other duties as may be assigned from time to time by the Licensing Team Leader and / or Consumer Protection Manager.

Knowsley Better Together – Staff Qualities



Health and Safety

- To ensure suitable and sufficient risk assessments are carried out taking into account employees capabilities
- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.



Knowsley Council

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.