



Job Description

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| Job title | Senior Licensing Officer | Hours | 37 hours per week |
| Department | Public Protection | Salary | SK15 (£41,979 per annum) |
| Location | Mix of office and home-based working | Contract | Permanent |

Main Job Purpose

The post-holder will support the Environmental Health Manager – Commercial and Licensing to deliver a high performing regulatory service for all aspects of licensing including, but not exclusively, the Licensing Act 2003, Hackney and Private Hire Vehicles, Gambling Act, street trading, door to door collections, lotteries, animal welfare, and any other miscellaneous licenses.

The post- holder will be responsible for supervising the team and supporting the team to use all tools and powers at their disposal, working with partner agencies, such as the police, where required.

The post holder will act as an ambassador for the Council, engaging with our communities and meeting customer requirements while ensuring focus upon the priorities of the council.

Responsible to: Environmental Health Manager – Commercial and Licensing

This role is not politically restricted.

Main Statement of Responsibilities

- Supervise the officers within the Licensing Team, including disciplinary issues, appraisals, training, setting of targets and objectives and monitoring and assisting in the development of annual training plans for the section.
- Provide day to day supervision of the Officers within Licensing, monitoring workloads and ensuring team targets are met and support staff development.
- Organise and facilitate team meetings, arrange regular 1 – 1's, manage absence and authorise absence on iTrent.
- Assist the Environment Health Manager – Commercial and Licensing in managing a range of contracts, reviewing and updating documentation, devising policy and strategy and forward plans, maintaining compliant data-sharing agreements.
- Identify opportunities to develop and implement improvements and innovations in service delivery to create efficient, responsive and proactive services which optimise the full potential of all staff and resources.
- Assist in the monitoring of expenditure and activity, with particular focus on ensuring efficient and effective use of budgets.
- Advise on any changes in licensing legislation and/or guidance and maintain operational procedures, ensuring they are updated to align with changes in legislation etc.
- Support the team in resolving highly complex problems and provide specialist professional advice to internal and external stakeholders.



- Respond to customer feedback and investigate customer complaints following the relevant policies and guidance.
- Receive, process and determine (in line with policy and the Council's scheme of delegation) applications for a range of licences including (but not limited to), hackney carriage and private hire vehicles, premise licences, street trading, animal welfare, gambling and lotteries.
- Respond to enquiries, provide advice to applicants and investigate complaints in relation to the range of licensing functions.
- Carry out inspections to determine suitability for issue, transfer or renewal of licences.
- Carry out inspections and take action to ensure compliance with relevant licence conditions and legislative requirements.
- Work in full compliance with established procedures and legislation relevant to the collection and presentation of evidence, including PACE and RIPA.
- Working in line with the Council's Enforcement Policy and other relevant procedures, independently and with minimal supervision, undertake investigations into breaches of legislation, determine the most appropriate course of action, undertake PACE interviews, prepare evidence as required, issue notices, compile reports, and case/ prosecution files on behalf of the Council.
- Give evidence at hearings/court as necessary.
- Prepare and present reports at relevant hearings and committees.
- Produce management reports, performance data and complete statutory returns as necessary.
- Liaise and consult with other agencies, including the Police, Fire and Rescue, Trading Standards, Responsible Authorities, DVLA, interested parties, Councillors etc.
- Maintain accurate records, ensuring all relevant databases are updated.
- Represent the Council at meetings with external agencies, internal partners, licence holders etc.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.
- Be responsible for ensuring that Data Protection, Freedom of Information and Records Management procedures are adhered to across the whole team and offering guidance to staff where applicable in these areas.
- Undertake other duties which are consistent with the grading and general characteristics of the post.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment



- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

- Essential
- Experience across licensing and a good working knowledge of the legislation.
 - Experience and knowledge of dealing with enforcement issues and investigating complaints and breaches of legislation.
 - Knowledge and experience of implementing appropriate codes of practice, guidance, etc from appropriate Government Departments.



- Demonstrable experience of working in a senior/supervisory role.
- Knowledge and experience of developing and implementing policy.
- Good IT skills, competent in the use of MS Office packages.
- High standard of written and verbal communication.
- Ability to work efficiently and effectively in a demanding environment independently and as part of a team.
- Able to create effective working relationships at all levels.

Relevant Qualifications

Essential

- Extensive relevant experience in a similar role.
- Full UK driving licence.

Desirable

- Management qualification
- Membership of a relevant professional organisation

Communication and Interpersonal Skills

Essential

- Evidence of good interpersonal and communication skills.
- Able to apply and enforce relevant legislation in an appropriate balanced way in accordance with guidance provided.
- Ability to work in a busy environment, prioritise workloads and perform tasks effectively and within required time limits.
- Ability to work effectively in close partnership with other agencies.
- Ability to act as a mentor and develop team and individual development.
- Ability to manage and motivate the work of a team
- An excellent role model who will promote the highest standards and live the Council's values and behaviours
- Willing to work unsocial hours including evenings & weekends if required