

## ***Job Description***

<b>Post title</b>	Licensing Technical Compliance Officer	<b>Grade</b>	D
<b>Department</b>	Planning & Regulatory Services	<b>Post ref</b>	

### **Overall job purpose**

To undertake operational administrative duties within the Licensing Team in order that the licensing functions relating primarily to the Taxi Licensing service, but also to the Alcohol, Entertainments, Late Night Refreshment, Betting and Gaming, Street Trading, Animal Welfare, Body Modifications and Treatments, and Scrap Metal Dealers services are performed in an efficient and effective manner.

To record and respond to complaints made to the Licensing Team relating to licence holders from the general public, partnership agencies, and Elected Members.

To assist the Licensing Manager and the Senior Licensing Officer with the continual modernisation of processes and procedures across the various licensing functions.

### **Reporting relationships**

<b>Reports to:</b>	Licensing Manager
<b>Responsible for:</b>	N/A

### **Key tasks and responsibilities – post specific**

1. To facilitate applications for licences, registrations and permits; and carrying out background compliance checks of applicants and applications; and to process and grant applications for licences, registrations and permits.
2. To raise matters relating contentious applications, enquiries, and complaints about existing licence holders to the Licensing Manager and the Senior Licensing Officer.
3. With the assistance of the Licensing Manager and the Senior Licensing Officer to record and respond to complaints received by the Licensing Team in relation to any licence holder.
4. To issue administrative related communications to applicants, licence holders, internal and external partners, and the general public.
5. To be responsible for the maintenance of all databases, registers and filing systems utilised by the Licensing Team.
6. To monitor the income and expenditure of the Licensing Team in relation to licence applications and the general running costs related to purchases made by the Licensing Team.
7. To be one of the principal contacts for enquiries and complaints relating to functions undertaken by the Licensing Team; and to ensure such details are recorded as appropriate for statistical records and analysis, and when appropriate escalate such matters to the Licensing Manager and Senior Licensing Officer.

8.	To act as a nominated officer for receipt of confidential information supplied by the DVLA, Disclosure & Barring Service, and internal and external partners in respect of the vetting of applicants for licences.
9.	To ensure that all licences, registrations and permits are processed so as to meet all appropriate targets and deadlines, and done so in accordance with all procedures and policies.
10.	To contribute to the further modernisation of the processes and procedures of the Licensing Team.
11.	To support the development & delivery of a system of continuous review and improvement within the Place Directorate so that 'traditional thinking' is challenged and innovation pursued.
12.	Undertake continuous professional development and training to have an understanding of the latest legislative changes and good practice approaches in Licensing Authority responsibilities.
13.	To undertake any other such duties appropriate to the nature and grade of the post.

### Key tasks and responsibilities – corporate

Operate according to the Council's corporate values and codes of behaviour.

Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.

Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.

Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.

Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.

Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.

Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.

Engage with digital models of service delivery and support the implementation of digital working methods.

Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.

Demonstrate a commitment to the delivery of excellent service for all customers and service users.

### Employee signature

*This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties may be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.*

<b>Employee signature:</b>		<b>Date:</b>	
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