

Person Specification

Post title	Licensing Technical Compliance Officer	Grade	D
Department	Planning & Regulatory Services	Post ref	

Competencies	
<i>Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.</i>	
Competency framework relevant to the post:	Employee Assessment
Seeing the big picture	Application, Interview
Changing, learning and improving	Application, Interview
Communication	Application, Interview
Team working	Application, Interview
Delivering value for money and quality services	Application, Interview

Skills	Essential / Desirable	Assessment
Strong organisational, interpersonal and motivational skills, including: <ul style="list-style-type: none"> • Experience and ability of working on your own and work as part of a Team. • Ability to prioritise workloads. • Ability to meet deadlines. 	Essential	Application, Interview
Excellent communication skills both written and orally over the telephone and face-to-face to a wide range of stakeholders and customers.	Essential	Application, Interview
Ability to utilise negotiating skills, and influencing outcomes to the benefit of all parties concerned.	Desirable	Application, Interview

Knowledge	Essential / Desirable	Assessment
Ability to provide licensing related technical and legal advice to applicants, licence holders, partner agencies, Elected Members, stakeholders and the general public.	Desirable	Application, Interview
Ability to use Microsoft computer packages and web based applications.	Essential	Application
An understanding of licensing objectives and relevant licensing laws.	Desirable	Application, Interview

Experience	Essential / Desirable	Assessment
Working within a Licensing regime with the technical understanding needed to provide advice to applicants, licence holders, the general public and Elected Members.	Desirable	Application, Interview
Demonstrated experience of providing excellent customer service.	Desirable	Application, Interview
Demonstrated experience of working in a clerical / administrative role handling high volumes of work, working under pressure, and working in line with established policies and procedures.	Essential	Application, Interview

Qualifications	Essential / Desirable	Evidence
Licensing qualification	Desirable	Application, Interview
Educated to at least GSCE level standard or NVQ Level 2 equivalent in Maths and English.	Essential	Application, Interview

Additional information / other requirements of the post
<ul style="list-style-type: none"> • The post holder is required to undertake a basic criminal record check. • The post holder is eligible for casual car user allowance. • The post involves driving and so the post holder will be required to undertake relevant DVLA licence checks. • The employee may be required to work out of normal working hours / attend evening meetings as part of their role.

Equality Act 2010
<p>The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made.</p> <p>If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.</p>

Date produced / last amended
April 2026