



## Job Description

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|------------|-----------------------------------------------|----------|------------------------------------------------------------------------------------------------------|
| Job title  | Licensing Officer (Career Graded)             | Hours    | 37 hours (including planned evening and occasional weekend work to meet service needs)               |
| Department | Licensing - Public Protection                 | Salary   | SK9 - SK10 (£31,911 - £34,605)<br>Starting salary depends on qualifications & experience – see below |
| Location   | A mix of district/ home/ office-based working | Contract | Permanent                                                                                            |

### Main Job Purpose

To deliver a fair, consistent and customer-focused licensing service across a range of statutory and local authority functions. The postholder will assess applications, provide clear advice, inspect licensed activities, investigate concerns and take proportionate action to support compliance, protect the public and safeguard the environment, in line with legislation, Council policy and recognised good practice.

**Responsible to:** Senior Licensing Officer - Licensing

This role is not politically restricted.

### Main Statement of Responsibilities

The range and complexity of work allocated will reflect the postholder's grade, competence, relevant knowledge and experience. Appropriate support, supervision and development will be provided.

#### 1. Applications and licensing decisions

- Receive, validate, assess and determine licence applications within delegated authority, including applications relating to taxis and private hire, premises, gambling, lotteries, street trading and collections, and animal activities.
- Explain application requirements clearly, request further information where needed and keep applicants informed of progress.
- Carry out proportionate checks and inspections to support the grant, transfer, variation or renewal of licences.
- Prepare clear, accurate and evidence-based reports for hearings, committees and other decision-makers.

#### 2. Inspections, compliance and enforcement

- Plan and undertake risk-based and intelligence-led inspections across the range of licensed activities.
- Investigate complaints and suspected breaches fairly, objectively and in accordance with legislation, the Council's Enforcement Policy and relevant procedures.
- Gather, record and present evidence in accordance with applicable requirements, including PACE and RIPA where relevant.
- Select and recommend proportionate interventions, from advice and informal resolution to formal notices and support for refusal, suspension, revocation or prosecution.



- Prepare case files and give evidence at hearings, courts or tribunals when required.

### 3. Advice, communication and partnership working

- Provide accurate, accessible and timely advice to applicants, licence holders, residents, businesses, Councillors, colleagues and partner organisations.
- Communicate professionally with people who may have different needs, perspectives or levels of knowledge, adapting the approach and format where appropriate.
- Liaise with responsible authorities and partners, including the Police, Fire and Rescue Service, Trading Standards, DVLA and other relevant agencies.
- Represent the service at internal and external meetings, committees, working groups and partnership activities.

### 4. Records, service delivery and improvement

- Maintain complete, accurate and secure records, registers and databases in line with legal, information governance and service requirements.
- Monitor workloads and performance information, contribute to statutory returns and support delivery against agreed service standards.
- Contribute to the review of policies, procedures, guidance and customer information, using feedback and learning to improve accessibility and service quality.
- Support projects and initiatives, including preparing documentation, coordinating activity and evaluating outcomes.

### 5. Team contribution and professional development

- Work collaboratively across the service, provide appropriate cover and share knowledge with colleagues.
- Support induction, guidance and training for colleagues within the scope of the postholder's competence.
- Maintain professional knowledge and competence through learning and continuing professional development.
- Undertake planned work outside normal office hours when required, with reasonable notice wherever practicable.

Undertake other duties that are consistent with the purpose, grade and level of responsibility of the role.

## 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.





### **Career Graded Post**

The starting grade will reflect the candidate's qualifications, skills and experience. Employees appointed at SK9 will receive support to develop towards SK10. Progression is not automatic: it requires completion of any agreed development, evidence that all SK10 criteria are consistently met, and formal management approval.

| Person Specification – SK9 entry criteria                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Experience                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                |           |
| Applicants should show how their experience, knowledge and transferable skills meet the criteria below. Evidence may come from paid work, voluntary activity, placements, study or other relevant settings.                                                                                                  |                                                                                                                                                                                                |           |
| <b>Criteria marked essential are the minimum requirements for appointment at SK9. Where a qualification is not required on entry, the successful candidate must be willing and able to achieve full attainment of the qualifications and experience detailed within this job description with 24 months.</b> |                                                                                                                                                                                                |           |
| 1                                                                                                                                                                                                                                                                                                            | Relevant experience in a regulatory, compliance, investigation or public protection setting, with evidence of skills that can be applied to licensing work.                                    | Essential |
| Knowledge and Skills                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                |           |
| <b>All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following skills listed below:</b>                                                                                                                                         |                                                                                                                                                                                                |           |
| 2                                                                                                                                                                                                                                                                                                            | Demonstrate excellent interpersonal and customer service skills                                                                                                                                | Essential |
| 3                                                                                                                                                                                                                                                                                                            | Experience of operating computer systems and running basic reports e.g. Local Authority databases, Microsoft office                                                                            | Essential |
| 4                                                                                                                                                                                                                                                                                                            | Ability to organise work, use initiative within agreed boundaries and make or recommend evidence-based decisions.                                                                              | Essential |
| 5                                                                                                                                                                                                                                                                                                            | Knowledge of law and regulation associated with Licensing Law and in particular hackney carriages and PHVs, alcohol licensing, gambling, animal welfare, street trading and street collections | Essential |
| 6                                                                                                                                                                                                                                                                                                            | Knowledge of enforcement and evidential gathering procedures                                                                                                                                   | Essential |
| Qualifications                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                |           |
| <b>All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following qualifications listed below:</b>                                                                                                                                 |                                                                                                                                                                                                |           |
| 7                                                                                                                                                                                                                                                                                                            | Professional Licensing Practitioner Qualification (PLPQ)                                                                                                                                       | Desirable |
| 8                                                                                                                                                                                                                                                                                                            | Commitment to continuous learning and maintaining professional competence through agreed continuing professional development.                                                                  | Essential |
| Personal Characteristics and Physical Attributes                                                                                                                                                                                                                                                             |                                                                                                                                                                                                |           |
| <b>All applicants must be able to demonstrate, by providing personal and specific examples on the application form of each of the following personal characteristics and physical attributes listed below:</b>                                                                                               |                                                                                                                                                                                                |           |
| 9                                                                                                                                                                                                                                                                                                            | Ability to work independently and as part of a team                                                                                                                                            | Essential |
| 10                                                                                                                                                                                                                                                                                                           | Can do attitude and willingness to work routinely outside normal office hours, including evenings and weekend as required within the nighttime economy                                         | Essential |



|    |                                                                                                                                                    |           |
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| 11 | Commitment to completing relevant qualifications, training and development required for the role and career pathway.                               | Essential |
| 12 | Flexible and proactive approach to work, serving the customer's needs as best as possible offering an excellent level of customer service          | Essential |
| 13 | Ability to carry out the essential duties of the role, including district-wide visits and inspections, with reasonable adjustments where required. | Essential |
| 14 | Current, valid driving licence and the provision of a vehicle for use at work                                                                      | Essential |

**Person Specification – for grade SK10**

**In addition to demonstrating the SK9 criteria 1–14, applicants for appointment at SK10 must meet criteria 15–22 below.**

**Experience**

|    |                                                                                                                                                         |           |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 15 | Substantial recent experience in licensing or a closely related regulatory role, demonstrating competence across a broad range of licensing activities. | Essential |
| 16 | Capable of investigating a range of licensing related complaints and inspecting the full range of businesses including animal welfare interventions     | Essential |

**Knowledge and Skills**

|    |                                                                                                                                                                                                          |           |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 17 | Ability to accurately write reports for licensing committees                                                                                                                                             | Essential |
| 18 | Ability to communicate effectively and manage challenging or sensitive interactions with a range of stakeholders, including residents, businesses, Councillors, senior managers and government agencies. | Essential |
| 19 | Ability to perform to a consistently high level, ensuring relevant KPIs are met                                                                                                                          | Essential |
| 20 | Ability to select and apply proportionate compliance and enforcement options, from advice and informal resolution to supporting refusal, suspension, revocation or prosecution.                          | Essential |

**Qualifications**

|    |                                                                                                                                                                                                                                        |           |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| 21 | Animal establishment inspector qualification which satisfies the Animal Licensing Regulations, including post course on the job learning as specified within the course syllabus applicable to all animal welfare licensing activities | Essential |
| 22 | Attainment of Professional Licensing Practitioner Qualification (PLPQ)                                                                                                                                                                 | Essential |