



JOB DESCRIPTION

**Form
JD1**

JOB TITLE: Licensing Assistant		POST NUMBER: 1069TSF	
REPORTS TO (Job Title):		Licensing Manager	
DEPARTMENT: Economy and Place		GRADE: 5	
JE REF:	1780 A03221	PANEL DATE:	27/03/2018
1.	<p>MAIN PURPOSE OF JOB</p> <p>To administer and issue licences and regulatory functions, for alcohol, regulated entertainment, late night refreshment, gambling, taxis, street trading, sex establishments, animal health, charitable collections, scrap metal, explosives, petroleum and skin piercings. To monitor licence compliance and take appropriate enforcement action.</p> <p>To provide advice and information to applicants and members of the public.</p>		
2.	KEY TASKS:		
i	To provide general and specialist licensing advice (verbal, electronic and written) to customers, businesses and the general public.		
ii	To maintain accurate licence and financial information, in written form and using IT systems as required. Assist in the maintenance of an accurate and efficient electronic filing system.		
iii	To receive and process licence and similar applications under the direction of the senior officers. Issue routine licences and similar approvals.		
iv	Liaise with other departments and outside agencies i.e. police, fire, gambling commission.		
v	At the request of senior officers undertake inspections of low risk licensed premises without supervision.		
vi	Compile technical reports and non standard letters as required.		
vii	Assist in carrying out procedures to vet driver licence applicants and vehicles to ensure they meet the prescribed criteria for suitability.		
viii	Support the council approved vehicle tester when conducting mechanical examinations of vehicles. To undertake inspection of the vehicle for compliance with other licence conditions and to verify the accuracy of the taximeter.		
ix	At the request of the senior officers investigate routine low level complaints relating to licensing matters.		
x	Be aware of the council's enforcement policies and criminal investigation procedures. Under the direction of senior officers undertake enforcement activities as required, this could include inspections of licensed premises and spot checks of licensed vehicles. Obtain evidence, write witness statements and appear in court as required.		

	licensing practitioners, company representatives, licence holders and the public.				
6.	<p>DECISIONS – discretion & consequences</p> <ul style="list-style-type: none"> • To issue licences in line with procedures. • To follow policies and procedures when dealing with customers, undertaking inspection and enforcement duties whilst being able to respond appropriately to abnormal situations. • Examine vehicles and meters, in consultation with a senior colleague refuse to grant or suspend a vehicle licence as a consequence. <p>The successful completion of the above will protect the council from legal challenge, protect the council’s reputation both locally and nationally as a high performing authority and maintain customer satisfaction levels.</p> <p>Decisions taken may have an effect on the business operators if they are not processed correctly.</p>				
7.	<p>RESOURCES – financial & equipment</p> <p>Cash/cheques and card payment handling on a daily basis. Responsible to ensure that correct fees are charged for licences from giving advice to checking receipt of fees.</p> <table> <tr> <td>Pool vehicles</td> <td>£10,000</td> </tr> <tr> <td>Portable computers</td> <td>£1,000</td> </tr> </table> <p>The above are shared resources amongst the team.</p> <p>PPE provided for outdoor working and undertaking vehicle checks.</p>	Pool vehicles	£10,000	Portable computers	£1,000
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8.	<p>WORK ENVIRONMENT</p> <p>Work demands</p> <ul style="list-style-type: none"> • The duties of this post require working to tight timeframes (some of which are set by legislation and some are set in-house), making sure that licences are processed within these timeframes. There are periods of high pressure to meet these timeframes. • Work is often interrupted with non planned responsive demands from customers. <p>Physical demands</p> <ul style="list-style-type: none"> • When office based in either the general office or at reception (approx 90%), the work involves use of computer equipment. • Driving pool cars. • Occasionally assisting with vehicle inspections, which involves getting in and out of vehicles and operating controls. • Testing of taxi meters is carried out on the road; this involves travelling in the applicant’s vehicle to verify meter readings against measured distances. • The post holder is required to carry out enforcement activities and inspections. • The weight carrying is limited to a briefcase, papers and licence plates. 				

Work conditions

- The post holder is required to undertake occasional out of hours work at night and weekends, sometimes at short notice. Night work may include visiting licensed premises up to 4am. Inspections of pubs and clubs can result in exposure to loud music.
- When working outside of the office the post holder can encounter inclement weather, loud noise, dust, fumes and road traffic.

Work context

- The work of the post holder can involve occasional lone working, working outside of normal hours, confrontational situations, unpleasant and disturbing situations and pressure of working to tight timeframes.
- Late night work in licensed premises puts the post holder in situations where many people have been drinking and have the potential to act irrationally and sometimes aggressively.

9. KNOWLEDGE & SKILLS

- Ability to communicate licensing information and council policies both orally and in writing.
- Knowledge of local authority licensing legislation.
- Knowledge and experience of office working in an office based environment.
- High standard of keyboard skills and competent in the use of IT systems including Microsoft packages and financial systems
- Ability to create non standard letters.
- Understanding of the criminal justice system as respects local authority licensing, including the application of the Police and Criminal Evidence Act (PACE).
- Will understand the council's decision-making process with respect of licensing issues.
- Be able to deal with difficult customers and deal with confrontation.
- The ability to work with private, confidential and sensitive information and deal with it accordingly.
- The ability to follow procedures and keep accurate records.
- Ability to work to fixed timescales and under pressure.

Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C2 - Mastery or proficiency - Can express him/herself spontaneously at length with a natural conversational flow, avoiding or backtracking around any difficulty so smoothly that the person with whom they are conversing is hardly aware of it. Can understand with ease virtually everything heard or read

10. Position of Job in Organisation Structure

