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| **Job Description** | |
| **Post title** | Licensing Officer |
| **JE Reference No** | N10322 |
| **Grade** | 6 |
| **Service** | Neighbourhood and Climate Change |
| **Service Area** | Environment, Health & Consumer Protection – Consumer Protection |
| **Reporting to** | Senior Licensing Officer |
| **Location** | Your normal place of work will be Annand House, Meadowfield but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The postholder will undertake a range of technical and administrative duties and responsibilities commensurate with qualifications and experience in relation to specialist licensing services.

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| **Duties and responsibilities** |

* To maintain and develop licensing administration systems, reception services and provide advice and assistance to customers.
* To ensure that all manual and computerised records are maintained in respect of the service.
* To assist in the management and maintenance of the Division’s financial management system.
* To assist in the provision of management information on budgets.
* To assist in the management and monitoring of performance through the collection and collation of performance data as required by the Head of Environment, Health and Consumer Protection.
* To assist in the provision of an efficient and effective filing system within the division to ensure that filing tasks are completed regularly and effectively, including any records, archives and library services.
* To provide technical and administrative support to employees and assistance to the public in respect of the delivery of services within Environment, Health and Consumer Protection.
* Provide technical licensing advice to the public in respect of the delivery of regulatory services.
* Maintain technical knowledge within a specialist area to ensure effective regulatory service delivery and standards.
* Constantly keeping up to date with all updated acts of parliament/policies, legal requirements and statutory guidance.
* To interpret and implement service procedures, legal requirements and statutory.
* guidance and other information within a specialist regulatory service area and carry out

necessary checks following strict legislative guidelines and procedures.

* Assist the Senior Licensing Officers in the day to day operation of the licensing teams and the delivery of a range of services surrounding Licensing in accordance with policies and procedures within the legislative framework to ensure the delivery of a high level of service to customers.
* Analysing confidential/sensitive data from DBS checks and offering advice in relation to application forms/committee processes.
* Offering advice on completion of licensing application forms and advice to members of the public.
* Give specialist advice regarding applications which are not automatically granted under delegated powers.
* Independently responsible for the maintenance of public registers and lead on the maintenance and development of Licensing systems ensuring that all manual and computerised records are maintained in respect of the service.
* Able to work independently using own initiative including making complex decisions referring to licensing legislation/acts of parliament.
* Engage in a positive performance culture, complying with policies and procedures that enable delivery of agreed targets and service standards.
* Provide an excellent standard quality service to all customers, meet relevant targets and performance standards, relevant to the assigned duties in order to achieve high standards of service.
* Professionally deal with people who may have significant emotional demands.
* Constantly must achieve statutory deadlines, regularly subject to conflicting demands.
* Establish and maintain effective two way communication with colleagues, Managers and customers, seeking out and responding to opinions in order to further enhance the quality of service delivery.
* Provide support to officers in the preparation of all correspondence, records, technical reports and legal documentation to achieve the teams’ objectives.

* To have responsibility for the calculation/processing of cash and cheque payments and refunds, coding of licensing income and assisting in the management and maintenance of the Division’s financial system. Responsibility for calculating, processing and coding card payments and refunds.
* Participate in divisional meetings, staff briefings and seminars as required.

* Continually identify personal and professional development needs and undertake training to progressively develop skills, competences and experience.
* Communicate effectively in speech and writing, including drafting reports and dealing with correspondence.
* To maintain accurate records in relation to all aspects of the work undertaken.
* To assist in the administration of the department including the operation of appropriate information systems and new technology.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3. | * Licensing Qualification * Clerical or administration qualification |
| Experience | * Experience in relevant service area(s). * Experience of local government structure and operation. * Local Government and associated policy and procedures. * Experience of using IT systems. | * Experience in relevant service area (s) * Experience of local government structure and operation |
| Skills & Knowledge | * Able to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues. * Capable of adapting and responding to changing technologies and corporate and service delivery requirements. | * Knowledge of Civica APP * Knowledge of local government licensing services |
| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors. * Able to work as a team member. * Capable of working effectively under own initiative within delegated responsibility. * Computer literate. * Knowledge of other relevant functions within the Department. |  |