**Person Specification**

**Job title: Licensing and Enforcement Officer**

**Note to applicant - You should pay particular attention to the essential criteria below and provide evidence of how you consider you meet them as part of your application. Failure to do so may mean that you will not be shortlisted.**

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| **Essential Criteria** | | **Method of Assessment** |
| **Qualifications /**  **Professional Registration/**  **Membership**  **Experience of:** | 1. Licensing Act 2003 | Application Form/Interview |
| 1. Hackney Carriage and Private Hire legislation. | Application Form/Interview |
| 1. Gambling Act 2005 | Application Form/Interview |
|  | 1. Other licensing regimes including scrap metal dealer, charitable collections, street trading and animal welfare | Application Form/Interview |
|  | 1. Enforcing legislation and investigation procedures. | Application Form/Interview |
| **Skills, Knowledge, Ability (including ability**  **to develop knowledge,**  **skill or experience)** | 1. Knowledge of the Idox Uniform system is advantageous. | Application Form/Interview |
| 1. Ability to use MS Office 365 equivalent. | Application Form/Interview |
| 1. Ability to take responsibility, act on initiative and respond to unanticipated problems and situations and work collaboratively. | Application Form/Interview |
|  | 1. Be able to communicate effectively verbally, in person or over the telephone, and in writing to share and obtain information. | Application Form/Interview |
|  | 1. Able to persuade, negotiate and influence effectively. | Application Form/Interview |
|  | 1. Be able to provide excellent customer service by being able to delight customers and deliver high quality tailored services to meet needs and expectations. | Application Form/Interview |
|  | 1. Be socially confident and self-assured when meeting new people. | Application Form/Interview |
|  | 1. Not easily offended, able to deal with criticism. | Application Form/Interview |
|  | 1. Able to conceal emotion or feelings in the workplace. | Application Form/Interview |
|  | 1. Able to work effectively within a busy team environment, or independently. | Application Form/Interview |
|  | 1. Able to prioritise work. | Application Form/Interview |
|  | 1. Ability to see tasks through to completion, ensuring they are completed on time or to deadlines and to a high degree of accuracy. | Application Form/Interview |
|  | 1. To demonstrate the Council’s values. | Application Form/Interview |
| **Work Related Circumstances/**  **Values of the Council** | Commitment to Equal Opportunities | Application Form/Interview |
| Compliance with health and safety rules, regulations, and legislation | Application Form/Interview |
|  | Ability to meet the travel requirements of the post | Application Form/Interview |
|  | The ability to work outside of normal working hours to meet the needs of the service, and be flexible in own working arrangements according to the demands of the post | Application Form/Interview |