

Designation:	Licensing Officer
Grade:	Stroud Grade 4
Hours:	37 hours per week
Location:	Council Offices, Ebley Mill, Ebley Wharf, Stroud
Job Purpose:	To assist in delivering the Council's licensing functions
Responsible to:	Principal Licensing Officer
Responsible for:	Supervision of licensing support officers and any temporarily assigned staff

KEY DUTIES

- To assist the Principal Licensing Officer in administration and enforcement of all relevant licensing functions and to deputise for him/her as appropriate.
- To formulate, manage and continually improve systems and procedures.
- Responsible for validating, processing and making decisions on licensing applications and where appropriate undertake consultation or mediation
- Ensuring that all licensing fees are collected and recorded in a efficient and effective manner
- To supervise the Business Support Officer (licensing) in the day-to-day administrative work of receiving, processing and issuing licences, consents and permits.
- To carry out enforcement and licensing inspections of premises and vehicles
- To investigate, respond to and action complaints and service requests in relation to all aspects of licensing.
- Preparation and production of reports for hearings and committees as required and presentation of reports to hearings and committees in the absence of the Principal Licensing Officer.
- Provide advice and information to applicants, licensees, businesses, Members, officers, other agencies and the public relating to Licensing activities.
- To undertake any other such duties as may be reasonably required , including work outside normal office hours by prior arrangement as appropriate which could include evening meetings or out of hours enforcement activities
- Work subject to deadlines involving changing problems, circumstances or demand.

SKILLS AND KNOWLEDGE

- Excellent communication skills both verbal and written
- An understanding of administrative processes and systems
- Experience of staff management
- Experience of working with the public

- IT Literate
- Ability to carry out inspections, enforcement and investigations and gather evidence.
- Ability to manage own time and workload
- Excellent knowledge of licensing legislation and procedures.

Ability to undertake work of a variety of advanced tasks, confined to one function or area of activity, which requires detailed knowledge and skills in a specialist discipline.

COMPLEXITY AND CREATIVITY

- Preparation of reports
- Interpreting licensing requirements
- Advising on solutions to problems relating to the service
- Devising appropriate information and systems necessary to enhance the service
- Responds to queries and complaints

Work largely regulated by laid down procedures, but needing occasional creative skills to deal with routine problems.

JUDGEMENT AND DECISIONS

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

CONTACTS

- Applicants and licence holders
- Members and staff of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

RESOURCES

- Handling and checking of cash, cheque and card payments

TRAVEL DESIGNATION

- HMRC mileage rates

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.