

Designation:	Licensing Officer
Grade:	Stroud 4
Responsible to:	Principal Licensing Officer
Service Area:	Health and Wellbeing
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- 5 GCSE passes A - C Grade (or equivalent) to include English and Mathematics.

EXPERIENCE

- Experience of understanding and ensuring compliance with regulatory functions including policies, procedures and legislation.
- Experience of setting up and reviewing administration procedures and office systems.

SKILLS & KNOWLEDGE

- Excellent verbal and written communication skills.
- Strong customer service skills.
- Excellent administration and IT skills to include Microsoft applications.
- Able to carry out inspections, enforcement and investigations and gather evidence in relation to relevant legislation.

PERSONAL ATTRIBUTES

- Willingness to work flexibly in a small team.
- Customer focused and commitment to high quality service delivery.
- Confidence in dealing with enquiries from other organisations and the general public.
- Able to adapt to different circumstances and situations and ability to professionally handle confrontation.
- Organised and methodical with ability to prioritise workloads and meet deadlines.

OTHER

- Willingness to work out of hours as required by duties of the post.
- Able to travel across the district as and when required for work purposes.
- Committed to working for an employer that values diversity and equality of opportunity.

DESIRABLE CRITERIA

QUALIFICATIONS

- Relevant licensing qualification.
- Full current UK driving licence.

EXPERIENCE

- Up to date experience of working in a local authority licensing environment.
- Experience in enforcement of licensing legislation.
- Experience in using the Uniform database system.
- Responsibility for managing own caseload.
- Supervisory experience.

SKILLS & KNOWLEDGE

- Specialist knowledge of current licensing law and functions including Licensing Act 2003, taxi licensing, Gambling Act 2005, street trading and scrap metal.
- Competent in complaint handling.
- Competent conflict resolution.

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.