

Post title	Licensing Officer
Division / Section	Housing and Regulatory Services / Regulatory Services
Department	Place
Responsible To	Licensing Team Leader
Number of post holders	8
Acting up/ Secondment	This job description does not relate to an acting up or seconded post

Purpose of Job

Provides a front line service offering licensing advice and guidance to customers on all aspects of Taxi, Civic, Liquor/Gambling, Houses of Multiple Occupation and Parades/Processions licensing.

The role exists to ensure that all customers have access to accurate, relevant and current licensing information which affects their business interests and/or safety, and to maintain effective liaison with all consultees.

Major Tasks/ Job Activities

Proactively guiding, informing and advising customers about licensing legislation, requirements and processes. Ensuring customers receive accurate, current and concise licensing information.

Grant renewal or new licence applications when satisfied that legal processes have been followed and all necessary procedures and clearances have been completed.

Prepare Licensing Sub-Committee/Licensing Board papers and all corresponding communication, paperwork and notifications, adhering to legislative requirements, within stringent timescales.

Communicate complex licensing requirements to fee paying customers and customers affected by licensing

Positively influence and manage the experience/journey for all customers.

Participate in the preparation of guidance notes, leaflets, circulars and surveys for distribution to public, customers and businesses.

Deal with requests for information from businesses and public as appropriate, taking into account Freedom of Information, Data Protection principles, intellectual property, commercial confidentiality etc.

Contribute to the operational development of the team including reviewing, planning and service improvements.

Attend court and provide professional witness statements on behalf of the Council for Police Scotland

Supervision and Management of People (Numbers and type of staff)

No direct supervisory responsibility, but will be required to mentor and support less experienced staff during their development.

Creativity and Innovation

Contribute to the development of the service, identifying and suggesting improvements on an ongoing basis and showing an ability to adapt to changing procedures and policies across all areas of Licensing

Process, assess and administer Licensing applications, which require a thorough understanding of the Licensing function and relevant legislation.

Interpret regulations and guidelines in order to provide appropriate advice to customers in response to enquiries about licensing legislation.

Plan, prioritise and allocate staff and resources to ensure sufficient cover on time and in accordance with service standards.

Work within agreed procedures, processes or briefings. When required they will deploy creative solution skills to a task to achieve the agreed outcome.

Assist in the planning and development of projects that assist the Licensing Service.

Exercise creative skills and judgement to develop workable solutions to any issues identified, and will provide feedback to customers.

Interpret regulations and guidelines, in order to provide appropriate advice to customers in response to enquiries about legislation and the licensing process.

Contacts and Relationships

Expected to develop and maintain effective relationships with a diverse range of people and organisations, including officers from other Council service areas, local authorities and public bodies, partner agencies, the public and representatives of the business and political communities, and provide readily available information in relation to licensing legislation.

Will at certain times have contact with customers who can be challenging, and will be required to resolve conflict, negotiate and suggest alternatives in order to deliver the Council's objectives.

Decisions (Discretion)

Under the Scheme of Delegation, will make decisions in granting or refusing, licence applications.

Will interpret and apply Council policies and guidelines, and determine the most appropriate response to complaints and enquiries.

Will work mainly on own initiative. Problems are required to be solved within agreed procedures. Issues that are non-routine or complex will be referred to the Team Leaders for guidance.

Will need to exercise judgement in prioritising tasks, is accountable for the course of action taken, and will receive and deal with a range of issues in accordance with established procedure. May allocate work to other staff.

Decisions (Consequences)

Decisions made will have a direct impact on:

- the delivery of service
- financial and operational impact on individuals, business operators, and the public.
- the reputation of the Council
- the Council's compliance with statutory duties
- under the Scheme of Delegation will decision licence applications and those decisions will have a reputational impact on the Council.

Resources

Responsible for equipment and materials associated with the post and those required by the service area. This includes cheque handling, petty cash etc. These resources would amount to between £200 - £2,000.

Responsible for security of licensing documents, identification badges and confidential information provided by clients or third parties e.g. police records.

Environment – Work Demands

Plan, prioritise and arrange tasks to ensure completion of daily, weekly & monthly workloads. Manage their own time effectively, and require organisational skills to balance the competing demands of the job. Will regularly be required to respond to unplanned situations such as emergency licences. Will exercise control over their own time and workload prioritisation.

Environment – Physical

Although may be exposed to some physical demands these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Will at certain times have contact with customers who can be challenging and the post holder will be required to resolve conflict, negotiate and suggest alternatives in order to deliver the Council's objectives and within the legislative licensing framework. (50%)

Care should be exercised in the prolonged use of ICT equipment, in accordance with the Council's policy and guidelines.

Knowledge and Skills

Will be required to hold Licensing paralegal qualification (equivalent to SVQ4) and to have a knowledge of Scottish Licensing Law.

Will be required to have knowledge and skills in business administration, customer care and/or other business related discipline at SVQ Level 3.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required to care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).