

<b>POST TITLE</b>	<b>Licensing Training Officer</b>
<b>DIRECTORATE</b>	<b>Regulatory Services, Place</b>
<b>SERVICE</b>	<b>Licensing</b>
<b>RESPONSIBLE TO</b>	<b>Regulatory Operations Manager</b>
<b>NUMBER OF POST HOLDERS</b>	<b>1</b>
<b>ACTING UP/ SECONDMENT</b>	<b>No</b>

#### **PURPOSE OF JOB**

To lead the development of a Training facility primarily responsible for the logistical planning and delivery of training initially for approximately 6000 customers. To develop, organise, plan and deliver training courses on behalf of the Licensing Service with a view to expanding the operation and generating income.

#### **THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

Assist in researching best practice, processes, methodologies and demonstrate effective management of change within a complex internal and external environment. Identifies opportunities for continual improvement.

Contribute to the identification, delivery or organisation of future training opportunities for all regulatory and licensing customers of the council. Ensure occupational, mandatory and regulatory training is provided to ensure the council fulfils its service obligations and complies with legislation.

Liaising with City & Guild to ensure the Council retain their accreditation.

The training centre is a key development plan for Directorate and post holder will be expected to identify, develop and implement new income streams.

#### **THE HOW - KNOWLEDGE AND SKILLS**

- Will develop and implement the provision of learning and development services for licensing customers. This will involve solving a range of learning and development related issues and giving advice based on technical/specialist knowledge
- Contacts will relate to the delivery of a specialist service and the provision of specialist advice on learning and development issues. As such the post will have some authority in the provision of technical/specialist advice relating to their area. Will be required to frequently overcome customer opposition in the provision of the service. Will work with other internal departments and a range of external bodies including police Scotland.
- Will undertake work to assist in developing specialist council policies and services.
- Will monitor standards in relation to learning and development and take action to ensure standards are applied equally across the council.
- Decisions will have an impact on the internal operations of the division and on the provision of services to licensing customers. Will impact the discharge of the Council's statutory duties.
- Requires a graduate diploma in a relevant discipline or equivalent skills and experience.

- The post will also require a range of additional knowledge and skills to work flexibly across all areas of the Division, for example skills and experience of delivering training within a licencing environment.
- Experience in licencing or a regulatory environment is desirable, particularly substantial enforcement experience within the legal framework of licencing.

#### **ENVIRONMENT**

- The post holder will have autonomy to allocate their own time longer term to resolve problems, queries and interruptions.
- Although the post may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.
- Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office-based activities.
- Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee

#### **SUPERVISION AND MANAGEMENT OF PEOPLE**

No supervisory responsibility other than assisting in work familiarisation and providing general guidance to other staff etc.

#### **RESOURCES**

The post holder will be fully responsible for the security of a medium sized building. They will be the keyholder and will be responsible for the health and safety of the building and those in the building. All ongoing maintenance will fall within their remit.

The post will not normally be responsible for non-staffing budgets. Will have shared responsibility for the security and maintenance of council wide information systems.

#### **HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).