

Recruitment person specification

Post being recruited for: Training Officer

Our Behaviours

These apply to all posts

Respect

Integrity

Flexibility

Managers

1. Specify what the essential requirements are for your vacancy under each category. All candidates that have disclosed a disability must be interviewed if they meet the essential requirements.
2. Specify what the desirable requirements are for your vacancy under each category. Desirable criteria can be used to shortlist candidates if you have a high volume of applicants. However, you cannot use desirable criteria when shortlisting any candidates that have disclosed a disability.

Person specification

Category	Essential	Desirable (not every post needs desirable requirements)
Experience	Experience of interacting at a high level and developing relationships with key stakeholders on a city wide and neighbourhood basis and deliver outcomes through effective partnership working.	Significant enforcement experience in a licensing field.

Knowledge, skills and understanding	Investigate, assess and administer legislation, which necessitates a high level of legal understanding and interpretation. Gathering such evidence may involve appropriate questioning to elicit information required. Required to vary tactics and approach to enforcement, often while dealing with situations on site, to ensure evidence is collected. Gain and retain training accreditations status for training school and create course content and continuous professional development of course, content and the training school business. Must be customer focussed with excellent interpersonal skills, the ability to communicate effectively and clearly in a positive and open way with all service. Competent in Licensing legislation, in leading change and in improving services, with experience in managing service delivery. Ability to work independently and as part of a team, taking responsibility for multiple tasks and competing deadlines. Ability to keep up to date with new and amended legislation and translate into operational procedures. Excellent organisational, interpersonal and communication skills with the ability to produce high quality, accurate work under pressure, to tight deadlines and to prioritise a large volume, diverse, and sometimes conflicting workload Ability to deliver results within tight deadlines in a highly pressurised environment. The workload is varied, can be of a sensitive nature and requires the ability to produce timely, accurate work with competing deadlines therefore the ability to respond and deliver to changing priorities is essential. Ability to positively influence and manage the customer experience/journey managing then exceeding customer expectations. Adept at presenting complex information to a wide ranging audience. Demonstrated ability to develop and expand service offering Requirement to represent Licensing in Court and able to give evidence on the Service's behalf Ability to assist in researching best practice, processes, methodologies and demonstrate effective management of change within a complex internal and external environment. Identify opportunities for continual improvement.	Ability to develop the knowledge, skills, aptitudes and ways of working that will see the Licensing Service achieve its vision and objectives
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	Ability to contribute to the identification, delivery and 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. Ability to liaise with City & Guilds to ensure the Council retains its 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.	
Qualifications and training	Hold a recognised qualification in teaching or training equivalent to Level 3 Award in Education and Training in order to deliver BIIAB and City and Guilds training. Be willing to work towards a Licensing Paralegal qualification.	
Job specific requirements		