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| **Job Title** | **Senior Licensing Officer** | **Post Number** |  | | |
| **Department** | Place | **Division** | Place Operations (Customer and Regulatory) | | |
| **Section/Team** | Licensing | **Reports to** | Licensing Service Manager | | |
| **Career Family** | Technical, Enforcement and Regulations | **Role Profile No.** | TER5 | **Hay Grade** | 5 |
| **Context** | | | | | |
| About the role The post holder will lead on the operational delivery of the licensing service.  The post holder will undertake some frontline operational work as directed by the Licensing Service Manager.  The post holder will provide support and cover for the Licensing Service Manager on service development and operational matters relating to the licensing service and will line manage the work of the Licensing Officers and Licensing Assistants.  The post holder will be responsible for the day-to-day management of a small team of Licensing Officers and Licensing Assistants to include recruitment of staff, management of sickness and performance (including PDPR’s).  The post holder will provide guidance to team members on interpretation of legal or procedural issues in the licensing field and will make decisions on the most appropriate course of enforcement action based on an assessment of the evidence, practical and technical matters, and wider reputational considerations.  The post holder will resolve issues such as the type of action to be taken and the practical elements of its effective implementation.  The post holder will act as an expert in licensing, work to improve service delivery and keep the Licensing Officers and Licensing Assistants up to date on changes to legislation, guidance, and policy.  The post holder will have a clear focus on improving consistency in working practices and improving and developing the licensing service.  The post holder will identify changes on the horizon and help ensure the team is in the best position to respond to changes.  The post holder will lead by example taking enforcement action where necessary utilising powers and procedures available as well as support team members with enforcement action offering motivation, support, and guidance as necessary.  The post holder will identify and lead on the updating and development of systems and procedures associated with the work of the team to ensure legal compliance, and consistency of approach and meet the changing needs of customers.  The post holder will work with the Licensing Service Manager to continuously review policies to meet changes in legislation and Government policy and to ensure optimum efficiency and effectiveness.  The post holder will provide support to the Licensing Service Manager in the development of performance reports, statutory returns and continual development of the service digitally including updating of webpages.  The post holder will also contribute to the development, implementation, monitoring, and review of the Licensing Service Plan.  The post holder will work closely with the administrative support team to ensure effective service delivery and support the Licensing Service Manager at internal and external meetings.  Physical Effort and Working Environment (other than in a normal office environment)  The post will be office based and working from home, but there will be some work outside of the office at other premises and locations in the district.  Evening and weekend working is an integral part of the post, and the post holder will be expected to regularly work outside of normal office hours.  About the team  The Licensing Service is responsible for the management of the council’s licensing service covering a wide range of licensing functions from alcohol licences, gambling premises and the licensing of Taxi and Private Hire Drivers and Vehicles. The Licensing Team is responsible for the issuing of approximately 27 different types of licences, permits, consents and registrations.  The service is funded through income generated by charging for service delivery, and the size of the team is dependent on the income raised.  About the wider section/function  Place Operations (Customer and Regulatory) is a high-profile division that plays a very visible role in service delivery for residents and communities. Much of its work is carried out with communities, through engagement and enabling activity to identify and deal with local priorities and issues. There are also a significant regulatory and enforcement element to the division’s work.  Environmental Health, Trading Standards and Licensing comprises a series of regulatory services (Environmental Protection; Food, Health and Safety; Private Sector Housing, Trading Standards and Licensing) which are essentially concerned with protecting public health and the environment and addressing the wider determinants of health. This is achieved through a combination of education, support, and where necessary enforcement to ensure compliance with national regulations. The wide variety of service requests and possible actions requires sound knowledge and good judgement skills to ensure the most appropriate response.  Problem solving and decision making examples  Licensing is a process-driven service that needs to operate in a consistent and efficient manner. The postholder will regularly and proactively review the appropriateness and following of these processes and take steps to ensure they are appropriate and consistently followed by the Licensing Team and administrative team that support the licensing service.  Procedures include evaluation of licences, certificate, permits, consents, and registration applications dealt with by the team who will advise of issues they become aware of resulting from the applications made.  The post holder will provide guidance to team members on interpretation of legal or procedural issues in the Licensing field and will make decisions on the most appropriate course of action to take in accordance with agreed policies and processes.  You will also advise persons making applications under the licensing legislation on the legal requirements relating to the type of application being made.  Carry out investigations, inspections, and surveys in relation to licensing legislation enforced by the team and take necessary action including serving notices, taking statements, issuing formal cautions, and giving evidence in Court.  The post holder will resolve issues such as the type of action to be taken, to ensure that statutory obligations are met, and public safety is maintained. The post holder will hold responsibility for the discharge of the council’s functions in relation to entertainment, alcohol and late-night refreshment licensing to achieve the following objectives: -    • Prevention of crime and disorder  • Public safety  • The prevention of public nuisance  • The protection of children from harm  Operational issues: A wide range of delegated decisions will be required to be made that will include Interpretation of complex legal requirements: granting, suspension and revocation of licences, certificates, permits, consents etc; Reports to members for decisions; Delivery of appropriate services to customers and stakeholders; Conflict handling, particularly in relation to the enforcement functions and services delivered.  Delegated function to determine representations under the Licensing Act 2003 to determine whether vexatious or frivolous or relevant. | | | | | |
| **Role Purpose** | | | | | |
| To lead a portfolio of projects as a specialist individual contributor. To deliver technical, enforcement and regulation services within the context of the business plan and specific project objectives. If relevant: to lead or supervise a small team | | | | | |
| **Key Responsibilities** | | | | | |
| Give technical advice and guidance, support and training to colleagues to ensure that performance objectives are achieved, team work is effective, colleagues are supported the team is technically capable and technical work is carried out satisfactorily.  If relevant: allocate and check the work of colleagues in same service areas. | | | | | |
| Where relevant organise and control the work and budget of teams in specialist areas, to achieve Council targets and standards and to co-ordinate the contribution of expertise. | | | | | |
| Develop innovative solutions to technical issues ensuring that appropriate solutions are proposed and successfully implemented. Consult on issues with wider implications whilst adhering to service regulations and codes of practice. | | | | | |
| Influence and input to the preparation of plans and budgets for services, taking account of external developments and priorities. Ensure that work is completed to set time scales. | | | | | |
| Contribute to the development of and implement and monitor policies and procedures in own specialist areas ensuring they are up to date, relevant and useful. Interpret the latest legislation, regulations and codes of practice and ensure they are applied consistently. | | | | | |
| Provide expert advice to customers and partners on major issues in own specialist areas. Ensuring that effective customer relationships are established and maintained, advice is prompt and useful and the Council is aware of implications, risks and benefits. | | | | | |
| Preparation and presentation of reports ensuring that they are completed on time and meet Council guidelines. Ensure a clear summary of issues and implications is produced. Represent the Council’s and advocate the Council’s interest. | | | | | |
| Ensure compliance with Council policies, regulations and codes of practice. Enforce decisions and implement them. | | | | | |
| Contribute to identifying and securing adequate resources to support service projects. | | | | | |
| Be the Council’s expert witness as and when required | | | | | |
| **Contacts and Relationships** | | | | | |
| You will provide support and advice to senior managers and elected Councillors in your areas of expertise.  You will advise colleagues and influence them to adopt your recommendations.  You will liase with and discuss opportunities with partners. This includes eliciting and explaining a range of information, negotiating to agree solutions and developing policy.  You will mediate and negotiate satisfactory outcomes to complaints and other issues from the public, Councillors and MP’s.  You will be able to explain technical information to a wide range of audiences including non-technical specialists. | | | | | |
| **Work Planning, Procedures and Organisation** | | | | | |
| You will interpret and enforce regulations, codes of practice, plans and budgets for services.  You will contribute to the development of processes and procedures; advocate policy decisions and defend their implications within and outside the Council.  You will help to identify and secure resources, and allocate them effectively.  You will prepare and deliver reports; developing innovative solutions to problems and new approaches. | | | | | |
| **Knowledge, Skills and Experience** | | | | | |
| 1. You will be professionally qualified and hold a relevant degree or postgraduate qualification or equivalent relevant experience. 2. You will have relevant practical experience, demonstrating proven management ability if relevant. 3. You will motivate staff to achieve organisational objectives and successful technical outcomes 4. You will demonstrate in depth knowledge of service specific and professional issues. 5. You will demonstrate knowledge of software packages and in house and systems. 6. You will be able to persuade others and influence outcomes critical to the organisation. 7. You will have experience of planning and progressing work activities within general professional guidelines or organisational policy. 8. Good verbal and written communication skills including report writing and explanation of technical information to non technical audiences 9. If relevant: you will have financial experience or training sufficient to manage budgets. 10. Able to demonstrate the Council’s values and behaviours. | | | | | |
| **Problem Solving** | | | | | |
| There are varied, established procedures and standards in place to guide your thinking in how to resolve problems.  How you tackle different situations will be based on researching, finding, developing and then selecting the correct solution for the problem using your previous experience and knowledge. Problems tend to fall within the boundaries of your own experiences. Solutions can be tested to see whether the answer is right or wrong within a fairly short timescale.  General supervision relating to problems is available. | | | | | |
| **Facts and Figures** | | | | | |
| Numbers of staff managed/supervised  You will be directly responsible for the management of approximately 8.5 FTE Licensing Officers and Licensing Assistants and work closely with the administrative support team to ensure effective service delivery.  Size of budget directly controlled or otherwise held by the job holder (please specify in what capacity) or which the job holder has influence over (please specify)  The post holder is responsible for operational delivery of a service which generates over £1.7 million income a year in order to be cost neutral to the Council.  Number of enquiries/items processed  The services issues approximately 27 different types of licences, permits, consents and registrations.  Licensing Act 2003 – 765 premises, 800 personal licences and 700 temporary event notices  Taxi’s – 3000 vehicles and 3000 drivers  Private Hire – 50 operators, 120 vehicles and 110 drivers  Dual – 60 drivers  Gambling Act – 23 premises, 150 premises with permits and 290 lotteries  Street Trading – 90 traders  Caravan Sites – 25  Sex Establishment Venue – 0  Motor Salvage Operators – 7  Scrap Metal Dealers – 10  Street Collections – 110  House to House Collections – 50  Value of projects/contracts that the job holder manages/supervises or is involved with (state level of involvement)  The postholder will co-ordinate with partners and the local community work in response to license applications and complaints about licensed persons / premises. This will include the development of appropriate courses of action which the postholder is expected to manage.  Resources will be allocated to such projects on an individual basis.  Size, complexity and number of cases/number of clients allocated  Cases dealt with are often complex, deal with sensitive issues and are can be high profile with considerable political scrutiny involving Regulatory Committee and Sub Committee. Agencies need to be consulted and involved and there are significant ramifications if they are not handled sensitively and appropriately. Considerations about the reputation of the service and South Gloucestershire can be very significant.  The postholder will be expected to lead work on the most complex cases and would be expected to deal with 150 cases individually as well as line-managing staff dealing with other cases. | | | | | |

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| **Organisation Chart** |
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| **Person Specification** |
| Please ensure that each of the below match to a number in the knowledge skills and experience section above, and include the relevant number below.  Essential   Educated to degree standard or equivalent, or able to demonstrate an equivalent level of relevant knowledge of licensing enforcement backed by evidence of appropriate specialist knowledge of licensing related issues. (KSE 1 & 2)  Considerable experience in Licensing (processes and procedures) as well as a good understanding of the service delivery environment to provide excellent customer service. (KSE 2 & 4)  You will have a strong ability to communicate, influence and negotiate outcomes critical to service delivery as well as the ability to translate technical issues to facilitate the understanding of non-technical audiences. (KSE 8)  You will be able to manage your workload, as well as that of a small team, prioritise and respond to demands to ensure both customer satisfaction and legislative requirements are met. (KSE 2, 3, 6 & 7)  You will be capable of, or have experience in, taking a lead in areas of licensing (KSE 4).  Desirable You will ideally have experience in supervising a project or people (KSE 2, 3, 6 & 7)  A relevant post graduate qualification (e.g. Diploma in First Line Management, Financial Management Qualification Relevant Licensing Qualification) or relevant training (KSE 2 & 9).  Validated 23 January 2024 |