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| **Post title:** | Technical Licensing Officer |
| **Grade:** | H |
| **Responsible to:** | Licensing Manager |
| **Staff managed:** | None |
| **Directorate:** | Environment |
| **Service:** | Licensing |
| **Job family:** | **P&T - Professional & Technical** |
| **Date of issue:** | June 2023 |

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| Job context |
| The Licensing service covers all of the North Yorkshire area, supporting with various Licensing functions including but not limited to:   * Pubs, clubs, alcohol, entertainment (including large events e.g. festivals, cycle races) * Gambling (betting shops, racetracks etc.) * Animal welfare licensing (zoos, dangerous wild animals, pet shops, riding establishments, animal breeding) * Scrap metal dealers * Sex establishments * Caravan sites * Taxis * Street trading   The Licensing function is imperative to ensuring safe communities where residents’ lives are not being adversely impacted. The service has a key focus on crime prevention e.g. money laundering, violence, protection of children and vulnerable adults. The Licensing function is not limited to final licensing outcomes and includes ongoing investigations, monitoring, complaint handling, suspension and revocation of licence, prosecution, attendance at tribunals. Members of the team will come across sensitive and often distressing scenarios which need to be dealt with professionally and with empathy for those involved.  The Technical Licensing Officer will deal with requests from customers for advice regarding law and procedure on Licensing matters. They will receive and process Licensing applications, which includes dealing with criminal record checks, right to work checks, sensitive medical checks and liaison with the Police and Children’s Services as well as other statutory bodies. The role deals with consultation with public and statutory bodies and elected members. They will make decisions on whether Licences can be issued to establishments and referring more complex matters to the Licensing Enforcement Officer. The Technical Licensing Officer will also take and manage financial payments; including issuing invoices and collecting debt, referring none-payment to legal services. The role is also responsible for maintenance and development of the Licensing database.  This role is a fundamental element of the Licensing service, involving interpreting complex and diverse range of laws governing all the different Licence types and ensuring that all statutory requirements are complied with. It is also imperative to have an understanding of the consequences of none-compliance with the law e.g. impact on communities, successful challenge, appeal to court, financial or reputational loss for the Council or the Licence holder. |

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| Operational management: | * May be assigned to take a lead on a specific subject area e.g. taxis or Licensing Act. |
| Resource management: | * Processes and issues licences, makes a decision when licences are to be issued, checks and determines eligibility in accordance with Law and Policy. * Undertakes medical, criminal and right to work checks in relation to Licensing applications. * Suspends licences e.g. due to non-payment or lack of appropriate checks such as medical. * Responsible for evidence management for criminal and civil proceedings e.g. allocating controlled documents, storage of interviews, photographs and other evidence. The Technical Licensing Officer reviews evidence storage and ensures correct disposal in accordance with legal timeframes. * Calculating and raising invoices, debt management, taking payments and resolving customer queries regarding fees and charges. * Produces identity documents such as ID badges, taxi licence plates etc. * Assist with the production of guidance notes and application forms. * Calculates, receives and accounts for licence fees; ensuring appropriate rates are used in line with different Licensing schemes. * Responsible for maintenance and updating of web forms, pages and payments. |
| Partnerships: | * Liaises with external bodies and partners where required throughout the Licensing process e.g. Police, Children’s Services, GPs, Border Force. * Works and integrates with the Customer Services team, dealing with customer enquiries and complaints coming in via that channel. |
| Strategic management: | * Assisting in the development of specific policies across the service. |
| Communications: | * Dealing with difficult, emotional and irate customers often on a daily basis. * Negotiates objections or representations received in relation to difficult or contentious applications, referring more complex cases to the Licensing Enforcement Officer. * Ensures complaints are dealt with efficiently and sensitively, in line with agreed timescales. * Maintains contact with Licensing Officers working out on site to ensure they are notified of any urgent requests and to ensure their own personal safety. |
| Systems and information: | * Ensuring absolute compliance with GDPR at all times when dealing with and sharing information e.g. medical data, criminal history, personal details. * Produces annual inspection and monitoring programmes to ensure compliance with law and policy. * Responsible for the maintenance and development of the internal Licensing database, including public registers and enforcement notices. * To maintain knowledge and awareness of over 100 subject specific pieces of law in relation to Licensing, knowing where to seek guidance and further information when required. * Preparing and carrying out analysis of statistical reports e.g. home office returns, gambling commission returns. * Updating the DEFRA Clean Air Register for Taxis on a weekly basis. |
| Safeguarding: | * Undertake appropriate checks - e.g. DBS and criminal record checks – to ensure the safety of the public. * Through the various communications with the public and Licensees, recognising where safeguarding issues may be occurring and to report these appropriately and in a timely manner. |

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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience   * Sound knowledge of the General Data Protection Regulation and utilising this within day-to-day data management. * Knowledge of Licensing law, policy and guidance. * Experience of working with internal and external stakeholders, building relationships across different sectors. * Experience of working in a customer-facing role. * Experience of data management and confidence in using IT systems. * Experience of working in a fast-paced environment. | * Knowledge and understanding of local government and of the areas of responsibility. * Experience of enforcement work. * Experience in working within a legislation based technical role. |
| Occupational Skills   * Excellent verbal communication and interpersonal skills including the ability to negotiate with a variety of audiences using a variety of skills. * Ability to keep clear and accurate records. * Ability to undertake research, present findings, analyse data, information and statistics. * Ability to solve problems and make decisions. * Ability to undertake work of a highly complex nature across the broad spectrum of licensing functions. * Ability to manage and organise own workload with ever changing priorities. * Demonstrates initiative and the ability to work both independently and as part of a team. * Ability to own and manage issues, enquiries and cases for customers who need support with any relevant enquiries. * Ability to demonstrate resilience and flexibility within the workplace. * Competent in the use of IT systems and Microsoft systems. |  |
| Behaviours  [[link](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0)](https://www.northyorks.gov.uk/your-council/our-role-structure-and-objectives#accordion-content-0-0) |  |
| Professional Qualifications   * Good standard of secondary education - to include English and Mathematics. | * To hold a Professional Licensing Practitioners Qualification or equivalent. * To hold qualifications in specific areas of Licensing e.g. through The Institute of Licensing or The National Association of Licensing Enforcement Officers. |

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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching. * As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities. |

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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.