| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC5 |
| Location: | Plough Lane |
| Responsible to: | Principal Licensing Officer |

# Job Description

# Job Role: Licensing Support Officer

**Service: Licensing Team**

## Main purpose of the role

To work as a part of the Licensing team handling applications for licenses, permits, and other notifications received digitally and via post. To address enquiries received through correspondence, telephone, and digital communication. To provide an effective service for the customer while assisting other team members in their duties.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Undertake a full range of licensing duties including the maintenance of all office systems, including data management, processing of licence applications, permits and registrations. Ensure the efficient and effective delivery of licensing functions to the required statutory standard. | * Daily |
| * Administer, determine, and issue accurate licences within time limits, adhering to appropriate legislation, agreements, procedures, and policies. | * Daily |
| * Deliver an effective and efficient customer experience by processing and interpreting complex information for applicants; address customer queries, give advice on licensing options and provide solutions. | * Daily |
| * Ensuring the maintenance of applicants' personal data in accordance with security and data protection requirements. This includes handling sensitive and confidential information such as medical records and conviction/caution history. | * Daily |
| * To confidently engage with members of the public, police, legal bodies, trade members, and other council departments on all areas of licensing. To offer support to internal and external stakeholders through consultation processes and multi-agency activity, whilst promoting partnerships with community groups, trade, and consumer organisations, whilst ensuring compliance with relevant legislation, regulation, policies and procedures. | * Daily |
| * Follow relevant procedures for ensuring that information, data and intelligence is collected and recorded accurately to facilitate the issuance of necessary licenses and notifications. Ensure compliance with applicable legislation, regulations, policies, and procedures for the correct collection and recording of information and data, enabling the issuance of relevant licenses and notifications. | * Daily |
| * Responsible for ensuring the Council's Alcohol Licensing Policy complies with Section 182 updates [to the Licensing Act 2003] issued to local authorities by the Secretary of State which details amendments to the licensing’s team function. Identifying any gaps where the policy does not meet the guidance requirements and communicate these to the principal licensing officer for resolution. | * Daily |
| * Ensure that every application or notification is thoroughly completed and accompanied by the required fee for processing. Additionally, confirm that all appropriate fees are collected to facilitate processing in accordance with the relevant legislation and regulations. | * Daily |
| * Maintain [stock] supply and paperwork for driver badges, personal licenses, scrap metal licenses, and vehicle plates. Monitor stock levels and report shortages. | * As required |
| * Compile and submit data for any freedom of information request to the principal licensing officer. | * As required |
| * Maintain statutory registers in accordance with relevant legislation and guidance. Ensure that all public registers are updated on the council webpage. | * Daily |
| * Responsible for ensuring the Council’s Gambling Act Policy aligns with the 'Guidance to licensing authorities' provided by the Gambling Commission under the Gambling Act 2005 which details amendments in the legislation. Identify differences and inform the principal licensing officer of all amendments found. | * As required |
| * Provide administrative support to the Principal Licensing Officer and Senior Licensing Technical Officer during Licensing Sub-Committee meetings and Taxi Officer Panels as required. | * As required |
| * To process notifications of Temporary Event Notices (TENs) in accordance with legislative requirements. | * Daily |
| * To handle applications for street licenses and other charitable collections in accordance with the councils’ policies and Charities Act 1992 | * As required |
| * Assist officers with administrative tasks for license and permit production to ensure compliance. | * Daily |
| * To carry out any other duties at an appropriate level as are deemed to lie within the remit of this post. | * Daily |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * Minimum of 5 GCSE’s (Grades A – C or equivalent) including Maths and English | * Essential | * A, I |
| * Successful completion of training in word processing, spreadsheet and database packages such as Excel, Word and Access | * Essential | * A, I, |
| * ECDL or equivalent IT qualification | * Essential | * A, I |
| **Experience & Knowledge** | | |
| * Experience of working with customers, on the telephone and via email | * Essential | * A, I |
| * Good numerical and analytical skills | * Essential | * A, I |
| * Ability to deal appropriately with confidential and sensitive information | * Essential | * A, I |
| * Ability to deal with multiple tasks in an efficient manner | * Essential | * A, I |
| * Possess a polite, efficient and helpful manner in dealing with members of the public and Local Authority Officers in order to provide excellent customer service | * Essential | * A, I |
| * Possess a flexible approach to work as well as the ability to work as part of a small team, often to strict deadlines | * Essential | * A, I |
| * Ability to receive and react to instructions accurately and reliably | * Essential | * A, I |
| * Ability to prioritise workload in order to obtain optimum performance | * Essential | * A, I |
| **Skills and Abilities** | | |
| * Effective customer care skills with the ability to be firm but tactful with members of the public | * Essential | * A, I |
| * Must be an effective `team player` with the ability to contribute towards team working and objectives | * Essential | * A, I |
| * Ability to assess customers’ needs and wants by appropriate questioning and probing, including where sensitive issues are involved | * Essential | * A, I |
| * Excellent communication skills including verbal and written | * Essential | * A, I |
| * Ability to learn and apply new rules and processes quickly. | * Essential | * A, I |
| * Ability to relate to and handle customers who may be angry or distressed. | * Essential | * A, I |
| * Experience using word processing, spreadsheets and database applications | * Essential | * A, I |
| * Experience in using software such as Adobe Acrobat or a Desktop Publishing package or a html (or similar) package | * Essential | * A, I |
| * Ability to use own initiative | * Essential | * A, I |
| * Able to work flexible hours including weekends, bank holidays and evenings if necessary | * Essential | * A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions.

Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.