



SUPPORTING INFORMATION FOR THE POST OF  
**LICENSING OFFICER**

May 2019

Dear Applicant

**Vacant Post: Licensing Officer**

Thank you for your interest in the above post.

The post will be based in Environment and Public Protection.

I enclose an application pack which includes: application form; job description and job overview.

Please ensure that you complete all sections of the application form fully. CVs are not accepted. When filling in your application form, please study the job overview carefully. If you do not demonstrate on the form that you fulfil the criteria for the position, you are unlikely to be successful in your application

**The closing date for applications is 16 June 2019.**

**Interviews will be held on 27 June 2019.**

Yours sincerely,

Kim Bollons

**HR Assistant**

## **LICENSING OFFICER**

Grade 5 - £26,999 to £29,636

**This post is currently subject to Pay and Grading Review**

The Licensing Team at North Kesteven are a busy team dealing with the full range of licensing functions including alcohol and entertainment, taxi and private hire vehicles, late night refreshments, gambling and the licensing of charitable collections and scrap metal dealers.

You will need to be able to effectively communicate with the general public, applicants, partnership agencies and Members of the Council in a tactful and confident manner and be able to demonstrate a practical approach to problem solving with good negotiation and mediation skills.

Practical experience in enforcement is required and a qualification in licensing would be advantageous. The postholder will be required, in conjunction with the Business Support Officer, to take a leading role in the day to day management of all aspects of the taxi vehicle inspection scheme, including training of garage staff, maintaining inspection standards across the District, conducting spot checks for quality control as agreed with the Licensing Manager and dealing with any complaints arising out of the process.

A full current driving licence and use of own car for the role is required. A flexible approach is essential. The postholder must be a good team worker, self-motivated, self-disciplined and be committed to our customer orientated approach.

To discuss the post in more detail contact David Harper, Licensing Manager on 01529 414155 or david\_harper@n-kesteven.gov.uk

**To download an application form and further details, please visit our website [www.n-kesteven.gov.uk](http://www.n-kesteven.gov.uk)**

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## **JOB DESCRIPTION**

1. **DIRECTORATE:** Director of Resources
2. **DIVISION:** Environment and Public Protection
3. **POST TITLE:** Licensing Officer
4. **POST NO:** TBC
5. **POST GRADE:** 5
6. **ALLOWANCES:** Essential User Car Allowance/Professional Subscription
7. **JOB PURPOSE:** To secure compliance with all relevant licensing laws enforced by the Division
8. **PRINCIPAL RESPONSIBILITIES:**
  - (i) To undertake line management responsibility for the Council's Licensing functions as necessary and in the absence of the Licensing Manager.
  - (ii) To undertake inspections of licensed premises in order to ensure/secure compliance with the relevant Licensing Acts.
  - (iii) To investigate complaints and service requests regarding licensed premises and persons.
  - (iv) To be responsible for the supervision and administration of the Licensing of Hackney Carriages and Private Hire vehicles, drivers and operators in the absence of Licensing Manager.

- (v) To oversee and monitor the effectiveness of the Security Industry Authority's (SIA) Door Supervisor Licensing scheme.
- (vi) To regularly liaise with the Police and Fire Authority Liaison Officers and all other statutory agencies and consultees on all matters appertaining to the Council's Licensing functions.
- (vii) To assist developing and maintaining documented procedures relevant to the Council's Licensing functions for inclusion in the Division's ISO 9001:2000 QA System.
- (viii) To assist in the delivery of any customer education/information programmes which become appropriate.
- (ix) To undertake work out of normal office hours in respect of visits and complaints.
- (x) To undertake such other duties as may be assigned by the relevant Corporate Director or Head of Environment and Public Protection, appropriate to the skills, level of experience and grade of appointment of the post holder.

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| 9.  | <b><u>RESPONSIBLE TO:</u></b>                      | Licensing Manager.   |
| 10. | <b><u>RESPONSIBLE FOR:</u></b>                     | N/A.   |
| 11. | <b><u>QUALIFICATIONS EXPERIENCE REQUIRED :</u></b> | Suitable experience in working in a Licensing / Enforcement environment. |
| 12. | <b><u>POLITICALLY RESTRICTED POST:</u></b>         | No   |

**OUR COMMITMENT:**

**NKDC is a people-focussed, honest and high performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and to support all members of our 100 communities to make a positive contribution**

All our employees are supported to manage their workload, take responsibility, be proactive about their own development, to work effectively with others, and to meet our customer's needs; and where relevant are supported to be effective managers and leaders. We expect all employees and volunteers to comply with all current legislation, Council Policy and procedures including but not limited to duties defined in the Health and Safety at Work etc Act 1974, the Councils Health and Safety Policy, and any specific Council policies as appropriate to your role

The Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk. We expect all employees and volunteers to share this commitment. All employees working for the Council who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

The council works closely with Union representatives to help ensure approaches and solutions adopted are fair and equitable across our workforce. All employees have the right to join a trade union and to take part in its activities. All employees also have the right not to belong to a trade union.

## **Job Overview**

### **Knowledge**

The jobholder needs knowledge of the Organisation's relevant procedures or practices plus additional technical knowledge in order to do this job. He/she also needs a detailed understanding of the relevant legislation related to his/her area of work plus a detailed understanding of the underlying concepts and principles of the specialist area within which this job operates. The level of knowledge required is such that it could not be gained just from extended experience or training in relevant areas of work.

### **Mental Skills**

The jobholder is regularly faced with problems or situations which he/she must resolve personally, virtually always done by applying existing rules, procedures or instructions. The nature or scope of some of these problems will not be apparent on first inspection and will require the jobholder to assess the situation first. The job involves developing plans for future actions, activities or events, more than a month in advance.

### **Interpersonal and Communication Skills**

The jobholder requires interpersonal and/or training skills in his/her direct contacts with individual individuals/groups and an enhanced level of these skills is needed to meet the basic needs of the individuals/groups(s). He/she is regularly required to motivate and/or train other members of staff using his/her leadership skills. Advisory, guiding, negotiating and/or persuasive skills are required regularly at a developed level. It involves the exchange of complicated and/or sensitive information, both orally and in writing. The information can often be both complex and potentially contentious and the jobholder has to communicate this sort of information to a range of different types of audience, including non-specialists. It is, however, generally restricted to one main subject area.

### **Physical Skills**

Specific physical skills are required, involving a considerable level of precision, for some of the tasks in this job.

### **Initiative and Independence**

The jobholder's activities are undertaken in accordance with policies and procedures laid down by others, although the jobholder is not always given instructions or predetermined schedules defining how the main task(s) are to be carried out. He/she is expected to prioritise allocated tasks and duties within the workload for the day and is required to make decisions about when and how duties are to be carried out beyond that. The jobholder is free to decide independently, i.e. without first referring to anyone else, how to handle problems or situations which have not arisen previously and for which there are no specific procedures or precedents.

## **Physical Demands**

This job requires the jobholder to stand or walk for a small but distinct proportion of the total working time. Lifting/carrying is also a feature requiring a very high level of effort for a small proportion of the total working time.

## **Mental Demands**

Concentrated mental attention is required to ensure that the tasks and duties of this job are carried out correctly. This has to be applied over lengthy periods of time at least once a week. Working to deadlines is a feature of this job. While some of these are foreseeable in the normal cycle of work, others are unpredictable in nature and occur very frequently. He/she is regularly subject to conflicting demands, with more than one person requiring a service or assistance simultaneously. Unavoidable interruptions occasionally make it difficult to complete the job duties.

## **Emotional Demands**

The job involves direct involvement, both in person and by telephone, with people whose personal circumstances or behaviour could place emotional demands on the jobholder or cause emotional upset. These are mainly members of the public and exposure to behaviour giving rise to emotional upset is an integral feature of the job, occurring very frequently.

## **Responsibility for People - Well-Being**

The jobholder has an impact on the well-being of individual, or groups of, people by the personal provision of a service direct to those who are receiving it. He/she also personally implements and enforces Statutory Regulations which can have a direct impact on people's health, safety or well-being. The jobholder also has a contributory responsibility for the development of the Organisation's policies and supporting procedures or practices in relation to the well-being of people, to meet changes in the social, economic, political or relevant legal or technical environment. He/she also provides advice and guidance on both established internal policy and external regulations and/or statutory requirements related to the well-being of people. He/she is also required to advise on the adaptation of local policies and procedures to meet external demands.

## **Responsibility for Supervision, Direction, Co-Ordination of Employees**

The jobholder is not required to supervise or manage any Organisation employees. The job regularly involves the demonstration of duties to, giving advice and guidance to, or the training of other employees, students or trainees.

## **Responsibility for Financial Resources**

The jobholder has some responsibility for financial resources. This includes a contributory role in budget setting. The jobholder personally handles or processes small amounts of cash, cheques or other near-cash equivalent.



## **Responsibility for Physical and Information Resources**

The jobholder's main responsibility for physical resources is for manual and/or computer information. He/she personally produces or processes some of this information and is responsible for instituting computer and/or other systems which ensure the required levels of confidentiality and security of data produced by him/herself or others. The handling of this data is a regular task, occupying at least 25% of the jobholder's total working time. The jobholder also has a responsibility for equipment and/or tools which he/she has to both use and maintain. Some of the equipment used is expensive. On the equipment for which the jobholder has a maintenance responsibility he/she has to carry out "day-to-day" maintenance (i.e. cleaning, re-fuelling, carrying out minor repairs, etc.).

## **Working Conditions**

The jobholder occasionally has to work outdoors but he/she has regular exposure to very disagreeable, unpleasant or hazardous situations for a small proportion of the total working time. Serious verbal abuse, aggression or other anti-social behaviour from members of the public is an unavoidable, but occasional, feature of this job.

## **MAIN TERMS AND CONDITIONS OF APPOINTMENT**

### **Post of: Licensing Officer**

A copy of the job description is attached

### **Salary**

Grade 5 - £26,999 to £29,636 (subject to Pay and Grading review)

### **Hours of work**

The hours of work are 37 hours per week

### **Holidays**

The annual holiday entitlement is 27 days (increasing to 32 days after 5 years' service in local government) plus 8 Bank and Public holidays.

### **Sickness**

Subject to certain qualifying criteria, you will receive your normal pay when you are off sick.

### **Pension**

This is a Local Government Pension Scheme.

### **Essential Car User Allowance**

This post attracts an essential car user allowance, at the higher rate.

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