



SUPPORTING INFORMATION FOR THE POST OF
LICENSING TEAM LEADER

January 2020

Environment and Public Protection

Licensing Team Leader

Full Time Post - £30,507 to £33,799

An exciting opportunity has arisen to work within the Council's Environment and Public Protection Team, to lead on the delivery of all licensing functions across the district.

We are seeking a self-motivated individual who possesses excellent communication skills, and the ability to organise, and manage a small team of professional staff. You will need strong leadership and people management skills, combined with motivation, innovation and the ability to work to challenging deadlines.

In return we can offer:-

- A generous pension scheme,
- Opportunities to develop your career and skillset,
- Access to a range of health and wellbeing activities,
- Flexible working,
- A generous leave entitlement of 27 days (rising to 32 days after 5 years)
- Essential car user allowance.

If you would like an informal chat about this position, please contact Mark Stuart, Public Protection Manager on 01529 308342.

To complete an application form and for further details please visit our website www.n-kesteven.gov.uk

Closing Date – 31st January 2020

Interview Date – 12th February 2020

Dear Applicant,

Vacant Post: Licensing Team Leader

Thank you for your interest in the above post.

The post will be based in the Environment and Public Protection Division.

I enclose an application pack, which includes: generic 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.

If you have not heard from us within two weeks of the closing date, you should assume that you have not been successful on this occasion.

The closing date for applications is 31st January 2020

Interviews will be held on 12th February 2020

Yours faithfully,

Hannah Dolby
HR Assistant

POST TITLE: Licensing Team Leader

Specialist & First-Line Management C2 - Generic Role Profile

JOB PURPOSE:

To support the Manager in leading an efficient and effective service, applying specialist skills that ensure high quality service delivery and professional standards to meet the organisation's priorities and ambitions. To apply strong people management where appropriate in line with North Kesteven District Council's Corporate Values.

PRINCIPAL DUTIES & RESPONSIBILITIES:

- ☐ Work with service manager to ensure the service is delivered within resource and budgetary restraints
- ☐ Maintain an awareness of specialist developments relevant to own area of responsibility and provide professional advice and support to others
- ☐ Being responsible for the development of policies to ensure the needs of the service are met as appropriate
- ☐ Develop, adapt and consult on policy within the service in line with legislation, best practice and the NK Plan
- ☐ Assess, analyse and interpret complex qualitative and quantitative data, identify trends and test solutions to support the resolution of issues
- ☐ Review systems and processes in own work area, consider areas for improvement and have the autonomy to revise and implement working practices, systems, equipment or processes
- ☐ Develop internal and external networks and investigate best practice in other areas to continue to improve service delivery
- ☐ Develop and manage records systems to meet both internal and external requirements
- ☐ Determine priorities and allocate resources to meet planned objectives and requirements
- ☐ Identify and contribute to resource planning and associated costs of future provision of the service
- ☐ Produce and deliver formal reports, briefings and presentations
- ☐ produce and assess a range of complex management information that the Council and managers require to assess organisational performance
- ☐ Ensure all legislative and organisational requirements are met within the service
- ☐ Work with partners, and gain a good working knowledge of their remits in order to achieve mutual objectives
- ☐ Competence in taking clear and consistent decisions in support of the Council's broader objectives
- ☐ Capability to operate effectively and with discretion with regard to politically sensitive information and situations
- ☐ Oversee projects, ensuring each is delivered to a high standard, on time and within budget
- ☐ Receive and respond to general enquiries from customers (external and/or internal), referring requests outside of one's own knowledge base/responsibility to the appropriate person/area in order to provide an

efficient and effective service

- ☐ Monitor and maintain a safe working environment for self and others
- ☐ Promote a positive image of the service area and the Council as a whole
- ☐ Ensure effective communication with Councilors and team members at all levels
- ☐ To lead by example by embracing and living the organisation's values and behaviours
- ☐ To undertake such other duties as may be determined from time to time, within the general scope and commensurate with the grade of the post. Duties outside the scope of the post may be undertaken with the consent of the post holder

For Team Leaders

- ☐ Directly line manage colleagues to deliver the service
- ☐ Ensure staffing levels are appropriate to meet the service need and customer demand
- ☐ Recruit, train, appraise and develop team members - being the first line for the team's performance management
- ☐ Monitor performance and take appropriate corrective action to ensure performance levels are consistently met in line with the Competency Framework

KNOWLEDGE, SKILLS & EXPERIENCE

- ☐ Either academic/vocational qualifications or in depth work experience in relevant role
- ☐ Numeracy, literacy and IT skills
- ☐ In depth knowledge of relevant systems/equipment/processes
- ☐ Initiative and judgement to resolve problems independently
- ☐ Ability to communicate clearly through multiple channels
- ☐ Understanding and application of relevant legislation, policies and procedures
- ☐ Effective planning and project management skills, with the ability to work to deadlines.
- ☐ Pragmatic and solution orientated. Committed to continuous improvement and high standards.
- ☐ Experience of negotiation, influencing, building and sustaining relationships in order to achieve results. Interpersonal skills at all levels internally and externally.

For team leader

- ☐ Supervisory/management experience
- ☐ Ability to train and develop team members

OUR COMMITMENT:⁶

NKDC is a people-focused, honest and high-performing organisation, which utilises teamwork to deliver a professional service to our customers and partners and in making positive contributions in support of a District of Flourishing Communities.

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 customers' 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 Council's Health and Safety Policy, and any specific Council policies as appropriate to their role.

We are 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 who come into contact with children, young people and adults at risk are expected to comply with all requirements detailed within the Safeguarding Policy.

We work 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.

MANDATORY JOB REQUIREMENTS

- Degree or equivalent demonstrable knowledge in licensing processes and
- Local -government and post qualification experience.
- Management experience and / or qualification (desirable).
- Institute of Licensing – Professional Licensing Practitioners Qualification

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 at an advanced level. Even a combination of formal off-the-job training plus 3 to 4 years' relevant experience, or previous education to graduate level, would not provide a sufficient depth of knowledge to do this job.
Mental Skills	The jobholder is regularly faced with problems or situations which he/she must resolve personally and the more difficult ones are rarely covered by existing rules, procedures or instructions. Some of these problems will require the jobholder to apply creative skills in order to develop new solutions, incorporating ideas or concepts which were previously untried within the sector. When trying to clarify one of the more complex problems that he/she has to resolve, the information required can come from a variety of different sources. This information is sometimes conflicting, requiring judgement by the jobholder to assess and select/reject. The details of the problem or situation may be very varied and highly complex. The jobholder is required to develop strategies or solutions for future implementation, up to a year ahead. This planning activity can take up to a week to complete.
Interpersonal and Communication Skills	The jobholder is regularly required to motivate and/or train other members of staff and this requires developed training, developmental, leadership or motivational skills. The job regularly requires advisory, guiding, negotiating and/or persuasive skills 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	Keyboard and/or mouse skills, for more than just e-mails, memos, short letters or the equivalent, are necessary and integral to the main duties of the job. The ability to drive is necessary to undertake the full range of duties and the normal workload of this job.
Initiative and Independence	The jobholder is required to interpret policies and procedures for own work, and, in these situations, only broad service or departmental procedures and management control constrain the jobholder's freedom of action. The work involves discretion and initiative over a broad area of activity, although the jobholder is virtually always required to seek advice from more senior officers/managers on major problems.
Physical Demands	This job requires the jobholder to stand or walk 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 frequently. He/she is occasionally 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 users of the Organisation's services but the level of emotional demand is not "significant" when compared with that experienced by some other employees. This emotional demand is an integral feature of the job occurring relatively often.
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 and initiating prosecution against any individuals or organisations which fail to comply. The jobholder also has a shared 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. This shared responsibility impacts across a function within a service. He/she also provides advice and guidance both on established internal policy and on external regulations or legislation.
Responsibility for Supervision, Direction, Co-Ordination of Employees	The jobholder is required to supervise or manage Organisation employees, or other people in an equivalent position. His/her responsibilities include the organisation, evaluation and appraisal of the work carried out by these people. The jobholder has this responsibility for a small number of people and more than three different areas of activity are covered by the work which these people carry out. These people are all based in the same workplace.
Responsibility for Financial Resources	The jobholder has some responsibility for financial resources. This includes a contributory role in budget setting. He/she has to account for expenditure, income, money in the form of cash, cheques, direct debits, invoices, or some other equivalent, where care, accuracy and security are particularly important. The sums involved are considerable.
Responsibility for Physical and Information Resources	The jobholder's main responsibility for physical resources is for manual and/or computer information and he/she has to adapt, design, develop or procure information systems for use within his/her own service. The jobholder also has a responsibility for supplies and/or stocks and this includes responsibility for procuring or

ordering a limited range of these, to meet service or other requirements.

Working
Conditions

The jobholder occasionally has to work outdoors but he/she has regular exposure to 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 Team Leader

A copy of the job description is enclosed

Salary

Grade C2 (6) - £30,507 to £33,799

per annum

The successful candidate will be placed within the grade subject to qualifications and experience.

Hours of Work

The hours of work are 37 per week.

Car Allowance

Essential car user allowance – Higher level

Holidays

Annual holiday entitlement is 27 days (32 days after 5 years' service in Local Government), plus a further 8 bank and public days.

Pension

This is a Local Government pension scheme.

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