

## Job Description and Person Specification

### Licensing and Commercialisation Officer

Job Details	
<b>Grade</b>	6
<b>Service</b>	Regulatory Services
<b>Location</b>	City Centre
<b>Job Evaluation Code</b>	C6034D

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

Under the general direction of the Licensing and Business Compliance Manager:

1. Deliver a high quality premises licensing control service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. Enforce all relevant legislation administered by the section, within approved competencies, and to educate and encourage the public and business proprietors in order to improve relevant standards.
3. To support established and new businesses requiring more detailed, technical and/or bespoke advice the chargeable regulatory advice service provides.
4. To work with colleagues to develop new opportunities and support wider activities within the organisation, including income generation.

### **Main Duties & Key Accountabilities**

Have specific responsibilities across a geographical area of the city, fulfilling all appropriate alcohol/entertainment/gambling and miscellaneous licensing functions within the competency framework, directing the work of other officers and trainees as appropriate.

Act as a Divisional Specialist for a specific work area and provide specialist support to others within the Division, Directorate and across the City Council, as appropriate.

Undertake inspections in the full range of premises (private, commercial and industrial), as appropriate, ensuring that all relevant legislation is being complied with, taking enforcement action where necessary to ensure compliance with legislation and the protection of the public against risks to health arising for the operation of the business.

Undertake the investigation of incidents of disorder, complaints and statutory notifications, ensuring that all relevant legislation is being complied with, taking enforcement action where necessary to ensure compliance with legislation and the protection of the public against risks to health arising for the issues identified.

Advise the public, traders, outside agencies, elected members and other City Council directorates on operational service issues.

Prepare reports for Committee on prosecutions and relevant service activities and prepare evidence to be submitted to the Legal Services, where appropriate, attending court as necessary, giving evidence and reporting on the outcome of the hearing.
Prepare written reports on statistics, outcomes of investigations and recommendations
Undertake specific project work and have special responsibilities for areas of service provision, where appropriate, having regard to the competency framework.
Interview alleged offenders and witnesses under PACE as required.
Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
Any other duties and responsibilities within the range of the salary grade

Key Relationships			
External:	Landlords Agents Residents	Internal:	Councillors MP's Senior Managers Other service areas

<b>Standard Information</b>
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

<b>Responsible for</b>

<b>Person Specification</b>
<b>Requirements</b>

Knowledge	Detailed knowledge of the law in relation to alcohol/entertainment/gambling and sexual entertainment venues and any associated regulations and policy relevant to the service area including enforcement.
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing a licensing function
Knowledge	Knowledge of investigative techniques and the law of evidence.
Knowledge	Knowledge and understanding of legal / court procedures for dealing with licence applications, prosecutions, appeals, reviews etc
Knowledge	Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence.
Knowledge	Detailed knowledge of the process of risk assessment
Skills And Ability	Able to receive and record information accurately and write reports, including prosecution reports, following complaints, investigations or projects.
Skills And Ability	Good listening skills and able to impart information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing.
Skills And Ability	Ability to deal confidently with a wide range of people including licensees, members, solicitors, senior council officers, police etc
Skills And Ability	Written communication skills such as are required to prepare and present reports, letters and other documentation relating to complex subjects in a way that is concise and easily understood
Skills And Ability	Oral communication skills to effectively communicate with a wide range of individuals, in a variety of different manners, on complex or legal issues
Skills And Ability	Influencing, persuading and negotiation skills
Skills And Ability	Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure, and the ability to organise enforcement exercises
Skills And Ability	Good assessment and judgement skills
Skills And Ability	Project Management Skills

Skills And Ability	Good investigation and negotiation skills
Skills And Ability	Able to apply knowledge in an operational context
Skills And Ability	Able to monitor activities and take appropriate enforcement action.
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
Skills And Ability	Able to establish sound working relationships with businesses and the public.
Skills And Ability	Good investigation and negotiation skills
Experience	Experience of working in a licensing or similar customer focussed legal environment
Experience	Prioritising workloads and meeting deadlines
Experience	Investigative Work
	Demonstrate practical experience when supporting licensees to provide high standards of licensed premises management in the public and private sector
	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act
	Experience of carrying out investigative work and giving evidence in Court or similar environment
	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Qualification	Qualification in Licensing or extensive experience of working in a licensing field
Special Requirements	<ul style="list-style-type: none"> <li>• May be required to work outside office hours</li> <li>• May be required to travel in the course of duties</li> <li>• Willingness to undertake any necessary formal training</li> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.</li> </ul>

<b>Declaration</b>	
Reviewed/Created By:	Debbie Cahalin - heath

Job Title:	Strategic Manager Regulation and Communities	Date:	February 2025
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