Coventry City Council

Job Description

Job Title:	Licensing and Commercialisation Officer	**Job Number:**	C6034D
Directorate:	Law & Governance	**Post Number:**	
Service:	Streetscene and Regulatory Services	**Grade:**	6
Location:	City Centre		

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 andsustainable city.

2. Enforce all relevant legislation administered by the section, within approved competencies, and to educated 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 and Responsibilities:

1. 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 thework of other officers and trainees as appropriate.

2. 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.

3. 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.

4. 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.

5. Advise the public, traders, outside agencies, elected members and other City Council

directorates on operational service issues.

6. 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.

7. Prepare written reports on statistics, outcomes of investigations and recommendations

8. Undertake specific project work and have special responsibilities for areas of service provision, where appropriate, having regard to the competency framework.

9. Interview alleged offenders and witnesses under PACE as required.

10. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.

11. 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.

12. 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.

13. Any other duties and responsibilities within the range of the salary grade

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.

Responsible for: -

Responsible to: Licensing and Business

Compliance Manager

Date Reviewed: November 2019

Updated: April 2022

Coventry City Council

Person Specification

Job Title:	Licensing Officer	**Job Number:**	C6034D
Directorate:	Place	**Post Number:**	
Service:	Streetscene and Regulatory Services	**Grade:**	6
Location:	City Centre		

Area	Description
Knowledge:	• Detailed knowledge of the law in relation to alcohol/entertainment/gambling and sexual entertainment venues and and any associated regulations and policy relevant to the service areaincluding enforcement.
	• Knowledge of customer care and the principles of equal opportunities in providing a licensing function
	• Knowledge of investigative techniques and the law of evidence.
	• Knowledge and understanding of legal / court procedures for dealing with licence applications, prosecutions, appeals, reviews etc
	• Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence.
	• Detailed knowledge of the process of risk assessment
Skills and Abilities:	• Able to receive and record information accurately and write reports, including prosecution reports, following complaints, investigations or projects.
	• Good listening skills and able to impart information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing.
	• Ability to deal confidently with a wide range of people including licensees, members, solicitors, senior council officers, police etc
	• 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
	• Oral communication skills to effectively communicate with a wide range ofindividuals, in a variety of different manners, on complex or legal issues
	• Influencing, persuading and negotiation skills

	• Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure, and the ability to organise enforcement exercises
	• Good assessment and judgement skills
	• Project Management Skills
	• Good investigation and negotiation skills
	• Able to apply knowledge in an operational context
	• Able to monitor activities and take appropriate enforcement action.
	• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
	• Able to establish sound working relationships with businesses and the public.
	• Good investigation and negotiation skills

Experience:	• Experience of working in a licensing or similar customer focussed legal environment
	• Prioritising workloads and meeting deadlines
	• 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

Educational:	• Qualification in Licensing or extensive experience of working in a licensing field.

Special Requirements:	• May be required to work outside office hours • May be required to travel in the course of duties • Willingness to undertake any necessary formal training • This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Reviewed: November 2019

Updated: **April 2022**