



Coventry City Council

Job Description

Job Title:	Licensing Officer	Job Number:	C6034D
Service:	Streetscene and Regulatory Services	Post Number:	
Location:	City Centre	Grade:	5

Job Purpose:

Under the supervision of the Licensing Team Leader, be a member of the Licensing team responsible for the day to day operation in respect of the licensing function (including the licensing of alcohol sales, public entertainment, cinema, theatre, late night refreshment, sex establishments, gambling, scrap metal dealers and motor salvage operators) in Regulatory Services by:

1. Assessing licensing applications to ensure compliance with legal requirements and City Council policies and to ensure the appropriate processing and issue of licences in accordance with statutory guidance and agreed policies and procedures.
2. Maintaining a good level of knowledge of licensing legislation in order to enforce legislation and conditions.
3. Deliver a high quality licensing service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.

Main Duties and Responsibilities:

1. Ensure the correctness of all applications, fees, operating schedules, criminal records bureau certificates, objections, reviews and where necessary, investigate the background data.
2. Undertake own caseload and process applications efficiently and effectively, ensuring that timescales are met.
3. Have full understanding of the application process, which includes consultation with internal and external stakeholders; and to co-ordinate responses in accordance with statutory requirements.
4. Develop and maintain good working relationships with key people in internal and external stakeholder groups.
5. Provide first line contact, offer appropriate assistance, advice and support for members of the public and businesses, including outside agencies, Elected members and other Council Departments, making telephone enquiries or calling in person; and provide professional and legally correct advice and information.
6. Receive payments, authenticate the level of fee, issue receipts and safeguard payments ensuring compliance with financial regulations.
7. Authorisation and issue of licences in accordance with statutory guidance, policies and procedures, including the issue of notices for display on premises or to be advertised in accordance with legislation and policies.

8. Assess the appropriateness of objections to licence applications; and as necessary prepare and present reports, verbally and in writing, in a timely manner to Licensing and Regulatory Committee.
9. Interview alleged offenders and witnesses under PACE, in relation to breaches of conditions and unlicensed activities.
10. Prepare reports, statements of evidence and correspondence, and attend Court and Committee as required.
11. Undertake inspections of premises, including joint inspections with other agencies, to ensure compliance with legislation and licence conditions as required and at times during evenings and weekends.
12. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
13. Advise and assist in changes of development, regarding licensing policy, procedures and documentation.
14. 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.
15. 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 from the service provider.
16. 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 Team Leader

Date Reviewed: November 2020

Updated: June 2020



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Person Specification

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Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge and understanding of legislation in relation to licensing and gambling and any associated regulations and policy relevant to the service area including enforcement.• Knowledge of customer care and the principles of equal opportunities in providing a licensing function
	<ul style="list-style-type: none">• 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.

Skills and Abilities:	<ul style="list-style-type: none">• 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
	<ul style="list-style-type: none">• Oral communication skills to effectively communicate with a range of individuals, 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
	<ul style="list-style-type: none">• Good assessment and judgement skills
	<ul style="list-style-type: none">• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
	<ul style="list-style-type: none">• Able to maintain accurate and concise records and other information on licensing applications and cases and proficient in the use of IT packages

Experience:	<ul style="list-style-type: none">• Experience of working in a licensing or similar customer focussed legal environment• Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act
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	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Qualification in Licensing or extensive experience of working in a licensing field.
Special Requirements:	<ul style="list-style-type: none"> • 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

Date Reviewed: November 2020

Updated: June 2020