



Ipswich Borough Council Job Description: **C67c**

Licensing Officer

Main Purpose of Job

To support the Licensing Team's activities in fulfilling the Council's responsibilities with respect to the licensing applications and for other permits, consents, collections, registrations and authorisations.

Main Duties

1. Support the Licensing Team's management with the delivery of licensing services in accordance with service policies, procedures and within the legislative framework. Processing applications, inspections, complaints, service of statutory notices, preparing and submitting evidence and other documentation in legal proceedings and give advice and assistance whilst referring issues, and giving support to, the team's enforcement officers, as required.
2. To process the administration of income from licence fees by direct receipt or payments by credit/debit cards. To monitor on-going payments and direct debits and liaise with the debtors system officers to pursue recovery of unpaid annual subscriptions.
3. To assist the Licensing Team with the interpretation, co-ordination and implementation of policy and systems within the licensing area for the delivery of services, monitoring and auditing service quality.
4. To carry out research and prepare committee reports on behalf of senior officers and managers to present to the Licensing and Regulatory Committee.
5. To prepare material for publication, e.g. guidance and advice notes on licensing matters, proformas for use by applicants. To respond to queries from stakeholders in relation to licensing issues including licensable activities/premises/charitable bodies etc., in the Borough
6. To effectively operate and maintain file systems and computerised records in relation to all licensing functions.
7. Liaise, advise on procedures and assist internal and external stakeholders as part of the licensing process.

8. To assess and grant licences in accordance with delegated powers.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	2 A levels, ONC/OND or NVQ level 4 and/or 3 years qualitative experience including proven level of technical and organisational knowledge & experience in a relevant field such as licensing or other regulatory activity.		Certificates Application Form
Relevant experience	Knowledge and Experience in the administration of relevant licensing work (e.g. taxi and private hire, Licensing Act 2003 licensing etc.). Accuracy and ability to work with attention to detail e.g. record keeping, data inputting Knowledge and Experience of using Microsoft applications e.g. Word/Excel/Outlook or similar. Experience of prioritising own workload and meeting strict deadlines	Experience of taking card payments over the telephone using the Paris system Experience of processing DBS disclosures Experience of raising orders/requisitions in Agresso Understanding of Health and Safety Experience of advising customers in licensing or similar	Application form Interview
Specialist knowledge	Good knowledge of the relevant licensing law and procedures and an ability to interpret legislation	Understanding of the Freedom of Information and Data Protection Legislation and their application in the licensing field	Application form Interview
Personal skills	Ability to work on own initiative as well as part of a team Ability to communicate well both verbally and in writing to people of all levels and external organisations Tact and diplomacy skills and the understanding the need for		Application form Interview

	discretion and confidentiality Excellent customer care skills; listen to and understand customer complaints/enquiries Open to change and ability to identify and implement service improvements.		
Special working conditions	An enhanced DBS disclosure will be required for this post if processing Hackney Carriage & Private Hire Driver applications		