

Licensing Officer

Department	Environmental Health and Licensing
Pay Grade	CG5-6
Responsible to	Principal Licensing Officer

Role Purpose

The post holder will help to provide an effective, efficient, and economic Licensing Service for Horsham District Council. They will assist the Principal Licensing Officer in carrying out all the Council's licensing administration and enforcement duties in connection with the licensing of premises and persons, with the aim of ensuring compliance with the provisions of all licensing and associated legislation administered and enforced by the Council.

The post holder will act as the Council's specialist in respect of hackney carriage and private hire licensing and alcohol and gaming licensing.

Role Specific Responsibilities / Accountabilities

- To undertake general licensing duties, specialising in one or more area of licensing within a team covering a defined geographical area, as required by the Principal Licensing Officer and Head of Environmental Health & Licensing.
- To take a technical lead and assist the Principal Licensing Officer in the day-to-day management of a given specialist function/s of the Licensing team such as private hire taxis and hackney carriages, alcohol, and gaming licensing.
- Assess applications and carry out proactive/reactive visits to licensed premises, persons and inspect vehicles, to ensure fitness, compliance with all appropriate legislative and licence conditions; and to suggest appropriate enforcement action necessary to protect the public.
- To apply and enforce all licensing legislation within the jurisdiction of Horsham District Council. Where further action is needed, provide recommendations, and reports to the Principal Licensing Officer and Head of Environmental Health & Licensing.
- To be responsible to the Principal Licensing Officer for carrying out additional and relief duties, which may arise from time to time.
- To deal with complaints and carry out investigations, formal interviews, enforcement, and assist in prosecution where necessary, including evidence gathering and appearing as a witness at various Council Hearings, Court and other meetings as required.
- To keep abreast of licensing legislation, best practice, and associated guidance to ensure working practices are kept up to date. Make recommendations to the Principal Licensing Officer and Head of Environmental Health & Licensing on the efficiency and effectiveness of the service.

- To provide guidance and advice on specific aspects of licensing law which impacts on business operators, individuals, “Responsible Authorities,” applicants, legal representatives, and members of the public.
- To liaise, under the guidance of the Principal Licensing Officer, on behalf of the Council during meetings with representatives of other Local Authorities, statutory agencies, other external organisations, and agencies with an interest in the licensing services provided by the Licensing team.
- To undertake licensing enforcement activity for Horsham District Council and from time to time, as part of a wider joint enforcement strategy. To undertake regular visits are undertaken at licensed premises e.g. Public houses, Taxi Ranks and Operators bases across the District to ensure compliance with the Council’s relevant Licensing Policy and the relevant legislation.
- Participate in multi-agency initiatives with Statutory Partners including Sussex Police, Trading Standards, and other Local Authorities to educate and enforce licensing legislation under the guidance of the Licensing Officer.
- To assist the Principal Licensing Officer and Head of Environmental Health & Licensing to develop policy and/or reports for the Council’s Licensing Committee and other matters of note impacting on the delivery of the Licensing Service.
- Prepare statistical and numerical information relating to the Service when required to do so.
- To follow the guidelines and principles of the Council’s Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Proven ability to interpret applications against national guidance and judge accordingly.
- Good written and verbal communication skills, networking skills.
- Proven customer service skills with the ability to handle difficult situations with diplomacy and discretion.
- Proven ability to embrace technology and quickly learn business systems.
- Ability to work out of hours on an ad-hoc basis, and ability to drive to varying locations as dictated by the needs of the service.
- Proven knowledge and experience of licensing legislation and procedures.
- Ability to give feedback to members of staff and customers regarding contentious issues.
- This is a communication focused role and a high standard of spoken and written English literacy is required.
- Full UK Driving Licence and access to a vehicle during working hours.

Desirable Criteria

- Educated to GCSE Level in English and Maths, or equivalent.
- PLPQ – Professional Licensing Practitioners Qualification or BII Level 2 National Certificate for Licensing Practitioners Higher Qualification
- Certification: Institute of Licensing Basic & Advanced Taxi licensing
- Level 3 Animal Welfare Inspector qualification
- Experience in building relationships.
- Problem solving experience, from identification through to resolution.
- Experience in working flexibly, to respond to changing demands.
- Effectively able to apply knowledge, skills, and experience to a range of different tasks.
- Experience of one or more of the trades licensed by the department.
- Potential to be able to use experience, skills, and knowledge to influence change, enable others and implement practical solutions to improve service delivery.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.

- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly