

Hyndburn Borough Council

Job Description

Job Title:	Licensing Officer
Post No.:	EH013
Service:	Legal & Democratic Services
Agreement:	NJC For Local Government Services
Range:	Scale 4 SCP 8-12
Other:	N/A

Organisational Relationships:

Reports to:	Licensing Manager
Supervises:	Employees
Coordinates with:	Licensing Enforcement Officers, Senior Licensing Officer and other employees within the Authority. Also, representatives of external organisations and customers.
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objective(s):

- To carry out administrative and clerical duties relating to all aspects of Local Authority Licensing which are the responsibility of the Licensing unit.

Main Duties & Responsibilities:

1. To undertake the full range of duties in order to process applications accurately and efficiently and prepare and produce licences ready for issue and to maintain associated records.
2. To record information on the IT systems provided for the use of the licensing service.
3. To provide advice to both the public and the trade in respect of licensing enquiries.
4. To liaise as necessary with other officers of the service, other service areas, outside agencies, statutory and voluntary bodies for the efficient delivery of relevant services and functions.

5. To deal with weekly cash banking in respect of all licensing fees and chargeable services.
6. To undertake such activity that promotes the licensing function of the council to businesses and residents as required.
7. Assist the licensing manager in ensuring that the information on the Council's Intranet and internet sites is relevant and up to date.
8. To be responsible for dealing with invoices and orders generated by the department utilising the Councils financial computer software
9. To deal with customers face to face at the enquiry counter.
10. To deal in the recording of complaints regarding licensing matters.
11. To maintain an up to date knowledge of licensing procedures and undertake any training and development appropriate to the current and future needs of the Council
12. To deal with colleagues openly and fairly at all times and support mutual respect within the team
13. To maintain lateral co-operation between the services' various Divisions/Sections, thereby maximising the Services' overall efficiency.
14. To operate in accordance with Council priorities and compliance relating to Health and Safety, Equal Opportunities and Customer Care.
15. To undertake duties as required by line manager or the Head of Service.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.

Person Specification

Job Title: Licensing Officer			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: - Qualifications in use of I.T (ECDL or equivalent) and Admin. Qualification(NVQ Admin level 3 or equivalent) - Good education to a standard of 5 GCSE's or equivalent	 ✓	✓	A A
Experience: - Experience of administrative functions e.g. dealing with correspondence and knowledge of office procedures. - Experience of computer based systems and keyboard skills - Experience of operating 'LalPac' licensing software - Dealing with members of the public	✓ ✓ ✓ ✓	 ✓	A/I A/I A/I A/I
Knowledge/Skills/Abilities: - Ability to operate computerised systems and keyboard skills - Ability to work in a flexible and helpful manner - Basic knowledge of Council licensing procedures - Ability to deal with confidential and sensitive issues - Ability to work in a team - Ability to accurately record and receipt incoming cash	✓ ✓ ✓ ✓	 ✓ ✓	A/I/T I A/I A/I A/I A/I/T
Additional Requirements: - Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence). - A commitment to customer care and equal opportunities and an understanding of how to put these into practice. - Commitment to the principles of local democracy.	✓ ✓ ✓	 	R A/I A/I
Other: Ability to manage a wide and varied workload	✓		A/I

To assist in the implementation of principles of Best Value and seek continuous improvement in service delivery	✓		i
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