

City of Wolverhampton Council

Job Description

Job title:	Licensing Officer
Directorate:	Economy
Service:	Resident Services
Location:	Any suitable location within the City of Wolverhampton
Workstyle:	Flexible
Responsible to:	Section Leader - Licensing
Grade:	Grade 4

Job Purpose and Role:

Under the general direction of the Section Leader to assist in the processing of applications for licences, permits, registration etc. received by the Council.

1. To contribute to the efficient and effective operation of Licensing Services.
2. To ensure that appropriate fees are received and that records correctly represent transactions.
3. Provide an efficient and responsive customer service, with advice and technical information via the telephone and in person to the public, local business and other council officers on licence activities carried out by Licensing Services.
4. To process and issue applications for licences and registrations issued by the Council.
5. Operate and maintain the back office specialised licensing system which in turn provides a statutory register.
6. Answer telephone calls and licensing enquiries from licensing agents, trade enquires and the public.
7. Prepare and provide standard/routine letters and memoranda as required.
8. Attend meetings, conferences and seminars as required.
9. To prepare and present reports to appropriate officers and Members.

10. The postholder will be required to undertake duties based on the needs of the service outside normal office hours or directed by the Head of Service in accordance with the agreed work pattern and Council's Conditions of Service.
11. To support the Council's commitment to crime reduction and community safety
12. To support the delivery of the City Strategy and Alcohol Strategy and other citywide priorities.
13. To act in accordance with the Council's Constitution and other Codes of Conduct.
14. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
15. To comply with the Council's agreed policies and procedures including but not limited to Health and Safety, and Equal Opportunities Policies, General Data Protection Regulations, Freedom of Information Act, Financial Management Regulations and other relevant Council and Government Regulations, Directives and City-wide priorities.
16. To undertake any other tasks, duties and responsibilities as directed and appropriate to the grade and role of the post subject to any reasonable adjustments under the Disability Discrimination Act 1995 as incorporated into the Equality Act 2010.
17. To participate in the wider development of the service and contribute to service improvement as required.
18. City of Wolverhampton Council is committed to Corporate Parenting.

“Corporate Parenting is the collective responsibility of the Council to provide the best possible care and protection for children who are looked after.”

Effective date:

Signature of post holder

City of Wolverhampton Council Person Specification

Job title: Licensing Officer

Factors	Essential	Desirable	How identified
Qualifications	<ul style="list-style-type: none"> Educated to GCSE level or equivalent 	<ul style="list-style-type: none"> Qualifications relevant to the work of the Section e.g. Licensing, Legal 	Application Form
Training	<ul style="list-style-type: none"> Willingness to undertake further training as necessary 		Application Form Interview
Experience	<ul style="list-style-type: none"> Appropriate experience in administration work Previous experience of dealing with the public 	<ul style="list-style-type: none"> Previous experience in licensing Experience in a local authority organisation 	Application Form Interview References
Special Knowledge/Skills	<ul style="list-style-type: none"> Good organisation and co-ordinating skills and attention to detail Good written and oral communication skills 	<ul style="list-style-type: none"> Knowledge of Council's licensing functions IT skills 	Application Form Interview References Test
Personal Qualities	<ul style="list-style-type: none"> Attention to detail and accuracy of work Previous experience in the use of computers 	<ul style="list-style-type: none"> Flexible attitude 	Application Form Interview References
Interests and Motivation Relevant to job	<ul style="list-style-type: none"> Self motivated 	<ul style="list-style-type: none"> Interested in licensing issues 	Interview
Commitment	<ul style="list-style-type: none"> Enthusiastic and flexible approach to allocated tasks 	<ul style="list-style-type: none"> Desire for career progression 	Interview