

# City of Wolverhampton Council

## Job Description

<b>Job title:</b>	Senior Licensing Officer
<b>Directorate:</b>	Economy
<b>Service:</b>	Resident Services
<b>Location:</b>	Any suitable location within the City of Wolverhampton
<b>Workstyle:</b>	Flexible
<b>Responsible to:</b>	Section Leader (Licensing)
<b>Grade:</b>	Grade 5

### Job Purpose and Role:

Under the general direction of the Section Leader to provide technical advice and guidance on regulations/statutory obligations regarding the Licensing function. Assist and oversee the processing of applications for licences, permits, registration etc. received by the Council.

1. To contribute to and ensure the efficient and effective operation of Licensing Services ensuring that policies and procedures are adhered to.
2. Support Licensing Officers by providing training and giving technical advice on Licensing matters.
3. Produce bespoke reports as required, collect and collate data for the purposes of statutory returns. Complete, as required, the statutory returns for Licensing.
4. Effectively manage the applications ensuring the SLA's are met.
5. To process applications for licences and registrations in accordance to the scheme of delegation agreed by Licensing Committee.
6. Operate and maintain registers, records and statistics both manual and computer systems.
7. Conduct formal face to face interviews to gather information as to whether an applicant is a "Fit and proper person" to hold a licence.
8. To appear in court to present evidence in relation to appeals against Licensing decisions.

9. To prepare and present reports to appropriate officers and Members.
10. Provide an efficient and responsive customer service, with advice and information via the telephone and in person to the public, local business and other council officers on licence activities carried out by Licensing Services.
11. Answer telephone calls and personal enquiries, be a first point of escalation.
12. To ensure that appropriate fees are received and that records correctly represent transactions.
13. Attend meetings, conferences and seminars as required. Keep abreast of changes in legislation.
14. It may be necessary to work irregular and long hours to cope with work peaks. A flexible approach to all aspects of the work will be necessary to meet customer demands and to ensure service continuity.
15. The postholder will be required to undertake duties based on the needs of the service outside normal office hours or directed by the Service Manager in accordance with the agreed work pattern and Council's Conditions of Service.
16. To act in accordance with the Council's Constitution and other Codes of Conduct.
17. To participate in staff development, appraisal and training as appropriate, including continuous professional development.
18. 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..
19. 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.
20. To participate in the wider development of the service and contribute to service improvement as required.
21. To support the Council's commitment to crime reduction and community safety.
22. To support the delivery of the City Strategy and Alcohol Strategy and other citywide priorities.
23. 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:** Senior Licensing Officer

Factors	Essential	Desirable	How identified
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Educated to NVQ3 in a relevant subject, or equivalent or a significant level of experience relevant to the post</li></ul>	<ul style="list-style-type: none"><li>• Qualifications relevant to the work of the Section e.g. Licensing, Legal</li></ul>	Application Form
<b>Training</b>	<ul style="list-style-type: none"><li>• Willingness to undertake further training as necessary</li></ul>	<ul style="list-style-type: none"><li>• Working towards a recognised Management/Licensing Qualification</li></ul>	Application Form Interview
<b>Experience</b>	<ul style="list-style-type: none"><li>• Significant experience in licensing or a similar regulatory discipline</li><li>• Appropriate experience in administration work</li><li>• Previous experience of dealing with the public</li><li>• Plan and organise own work to meet set deadlines and targets</li></ul>	<ul style="list-style-type: none"><li>• Experience of applying Licensing guidelines and policies to the application process</li><li>• Providing advice and guidance in a regulatory discipline</li><li>• Experience in conducting face to face interviews</li></ul>	Application Form Interview References

<b>Special Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Competent with information technology systems</li> <li>• Good organisation and co-ordinating skills and attention to detail</li> <li>• Good written and oral communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Council's licensing functions</li> <li>• IT skills</li> </ul>	Application Form Interview References Test
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Attention to detail and accuracy of work</li> <li>• Good inter-personal skills</li> <li>• Team working, contributing to team objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Flexible attitude</li> <li>• Ability to accommodate a heavy and variable workload</li> </ul>	Application Form Interview References
<b>Interests and Motivation Relevant to job</b>	<ul style="list-style-type: none"> <li>• Self motivated</li> <li>• Interested in licensing issues</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to progress career</li> <li>• Development of existing and acquisition of new skills</li> </ul>	Interview
<b>Commitment</b>	<ul style="list-style-type: none"> <li>• Enthusiastic and flexible approach to allocated tasks</li> <li>• Commitment to improve the licensing service in Wolverhampton</li> </ul>	<ul style="list-style-type: none"> <li>• Desire for career progression</li> </ul>	Interview