



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Licensing Officer
Reports to	Licensing Manager
Team	Licensing - Communities
Grade	5
Last updated	29/04/2026

Job Summary

- As part of the Licensing and Enforcement team you will primarily assist in the operation of the licensing service including the processing of applications with respect to the sale of intoxicating liquor, entertainment, hackney carriage, private hire vehicles and drivers, gambling and street collections. You will also assist in the delivery of other aspects of general licensing.
- To provide administrative and business support for Communities as directed.
- Assist in providing a service in respect of community safety through the safety advisory team and emergency planning.

Key Tasks

Operational Responsibilities

- To process licence applications in accordance with prescribed procedures and in accordance with required timescales.
- To provide up to date and accurate information to applicants and objectors of any licence application; organisers of unregulated events; key stakeholders and other enforcement agencies relating to any emergency planning matter.
- To record and maintain comprehensive records in the management information systems relevant to the community safety and health service.
- To develop and produce computerised management reports to assist in the operation of this function.
- To generate licence renewal applications, record licence applications and issue licensing documentation to assist the licensing manager; receive incoming correspondence and telephone calls and be able to provide immediate advice and/or refer it to your manager to respond.
- Assist the manager to deliver general administration duties for the Communities Service as directed.
- Undertake other support duties to maintain a speedy and comprehensive response to customer's needs.

Management / Supervisory / Team Working Responsibilities

- Be responsible for supervising any assistants employed to provide additional administrative support.
- To provide training on the use of the electronic management information systems.
- To ensure all dealings with staff are conducted in accordance with the Council's Equal Opportunities framework.

Communication & Contacts

- To arrange, attend and contribute to public meetings, formal hearings or public presentations.
- To communicate effectively with all levels of the authority including Members.
- Communicate effectively and articulately with all external and internal customers.
- To liaise with external service providers
- To liaise with partner organisations in the public and private sectors.
- Liaise with line managers and colleagues regarding operational matters.
- To meet members of the public, licensees, trade representatives, professional officers, government departments and councillors ensuring that they are well advised on matters relating to the service.

- Work as part of a team to deliver the Communities Service, in particular with your manager, colleagues and other departments within the council.
- Portray a positive attitude to all customers, internal and external
- Take ownership of customer queries, reporting back in a timely fashion with a suitable solution or explanation.

Financial / Budgetary Responsibilities

- To prepare invoices and receive payments and fees according to set scales and issue relevant receipts on time.

Other

- To ensure the Housing and Health service meets the Council's customer service standards.
- To actively promote the service in order to raise the profile of the Council and demonstrate its value to residents and customers
- To prepare statistical returns for the Government and other bodies in a timely fashion to ensure that applications for licenses are processed to the agreed time scales
- To have regard for the duty of care of information gained during the course of employment that relates to other employees, the public, licensees, elected Members etc.
- To advise your Manager and Head of Housing and Health services when any of the above matters cannot be achieved
- To carry out other duties compatible with the nature and grade of the post as may from time to time be required.
- Ensure awareness of the council's Safeguarding Policy and take a proactive approach to ensure the safeguarding of residents at all times.



PERSON SPECIFICATION

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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Analytical
- People management
- Communication
- Managing relationships
- Customer focus
- External and commercial awareness
- Management of resources

Key Criteria

Qualifications and Experience

- English/Maths to GCSE standard or equivalent.
- An administration or licensing qualification would be advantageous

Specialist Knowledge and Job Requirements

- Knowledge of licensing, community safety or emergency planning is desirable but not essential.

- High level of understanding of software databases and generation of management and performance indicator data.
- Demonstrate a basic understanding of enforcement procedures and protocols.
- Evidence of methodical and accurate approach to work.
- Evidence of effectively having planned, prioritised and managed own workload.
- The ability to conduct effective interviews to establish facts and information relating to the processing of licensing applications.
- Knowledge and understanding of the principles of local government administrative systems and procedures.
- Liaise and negotiate with key stakeholders, partners, applicants and objectors.
- Work closely and constructively with team members, line managers and section heads.
- Excellent telephone manner and ability to deal diplomatically and constructively with the general public, colleagues and other local authorities, external agencies.
- Able to communicate well on all levels
- Able to communicate both verbally and in writing
- Able to portray yourself as a positive ambassador for the Council

Other

- Enthusiastic and flexible approach to work.
- Evidence to having contributed to the efficient functioning of a team through completion of own tasks to required standards and deadlines.
- Appreciation of expectation of customers and commitment to meeting to them.
- Understanding of developing and implementing customers satisfaction surveys.
- Demonstrate tact and diplomacy
- Maintain complete confidentiality.
- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.

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