Job Description

Date  December 2015
Post Title  Licensing Support Officer
Post No.  PE013 PE059 PE060
Grade  Grade 4
Section  Licensing, Public Protection
Service Area  Public Protection and Environmental Services
Service Grouping  Environment and the Economy
Responsible To  Senior Licensing Officer

Job Purpose

To undertake the administration and determination of licences, as part of the licensing and registration functions administered by the Council, so as to ensure compliance with statute, performance targets and policies, so as to provide an effective, efficient and responsive service for customers and the public.

Key Results Areas

1. To undertake, and to ensure the effective administration and determination of appropriate licensing functions assigned to the service area, including:-
   - All licences pursuant to the Licensing Act 2003
   - Gambling Act
   - Scrap Metal Act
   - Taxis: Hackney Carriage and Private Hire Drivers, Vehicles and Operators
   - Lotteries
   - Amusement with Prizes
   - Explosives
   - Poisons
   - House to House / Street Collections
   - Street Trading
   - Others as appropriate

2. To ensure that, in respect of any licence or registration that :-
   - upon receipt, the application is valid and all necessary documents and fees in connection with the application have been received and are fully in accordance with Statute and Council policies;
   - any appropriate and necessary consultations or investigations, including where appropriate, a Criminal Record Bureau check, has been undertaken and all responses received;
   - in liaison with the Senior Licensing Officer, ensure that any objections or representations in respect of licences have been properly considered.

3. To fully liaise with applicants, consultees, objectors and other responsible authorities in respect of any licence or application, in an attempt to resolve any issue which may then enable the application to proceed.
4. To ensure that all applications are determined within any prescribed statutory time periods or Council performance indicators and to ensure that the Senior Licensing Officer is properly advised of any applications which are anticipated to not be properly determined within such time periods.

5. As and when required, to carry out inspections of licensed premises, vehicles or any other licensed activity to ensure that any statute or any conditions attached to the licence are being properly observed.

6. To ensure that all public registers in respect of the licensing function, are properly maintained and available. Help keep the Licensing information provided by way of the Council’s web site/ newsletters etc. up to date.

7. Help applicants with form completion/ initial enquiries/ methods of fee payment.

8. To prepare accurate statistics (finance/ performance) for reports, performance reviews, and outside bodies.

9. As and when required, to attend, in support of the Senior Licensing Officer / Assistant Licensing Officers, appropriate meetings of Council Committees, working parties, project groups or other similar groups relevant to the duties of the post.

10. To ensure the proper entry of all appropriate data onto the computer programmes in respect of the licensing function and to use other appropriate computer software to enhance service delivery.

11. To take reasonable care of own and others safety; to co-operate with managers/ supervisors in complying with statutory health & safety duties; to report incidents, accidents, faults etc.

12. To generally carry out all administrative functions, respond to all matters including correspondence, and maintain all proper records in accordance with the service area or council procedures and policies, including the appropriate use of information technology.

Qualifications and Experience

Minimum of 5 GCSE passes (or equivalent) to include English Language/ Maths. Demonstrate experience in using windows-based packages including word-processing, databases and spreadsheets. Also, demonstrate experience in writing accurate, detailed reports, including the production of statistical reports.

Supervisory Responsibilities

None

Supervision Received

Responsible to the Senior Licensing Officer.

Principal Contacts

Applicants and holders of appropriate licences administered. Public Protection section staff. Licensing Committee, Members of the Council and staff in other service areas. Representatives of Gwent Police, South Wales Fire Service and other appropriate regulatory bodies.

Special Conditions

The manner in which the service is delivered will mean that the post holder will occasionally be required to work outside normal office hours, including late evenings.

This job description sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.
**Job Requirement**

Date: December 2015  
Post Title: Licensing Support Officer  
Service Area: Public Protection and Environmental Services

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential or Desirable</th>
<th>How Tested (S) used at Shortlisting</th>
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</thead>
<tbody>
<tr>
<td><strong>Education/Qualifications/Knowledge</strong></td>
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<tr>
<td>1.1 Minimum of 5 GCSE passes (or equivalent) to include English Language</td>
<td>E</td>
<td>Application Form (S)</td>
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<td>1.2 An appropriate qualification in licensing or in another regulatory service area</td>
<td>D</td>
<td>Application Form/Interview</td>
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<td>1.3 To write clearly, grammatically and spell accurately</td>
<td>E</td>
<td>Application Form (S)</td>
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<td>1.4 A knowledge and understanding of the range and purpose of licences administered by a local authority</td>
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<td>Application Form/Interview</td>
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<td><strong>Experience</strong></td>
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<td>2.1 Experience in the administration of an appropriate licensing function (or equivalent service)</td>
<td>D</td>
<td>Application Form/Interview</td>
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<td>2.2 Demonstrate experience in using windows-based packages including word-processing, databases and spreadsheets</td>
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<td>Application Form (S)/Interview</td>
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<td>2.3 Demonstrate experience in writing accurate, detailed reports, including handling data.</td>
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<td>Application Form (S)/Interview</td>
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<td>2.4 Experience of dealing with members of the public and explaining requirements</td>
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<td>Application Form (S)/Interview</td>
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<td><strong>Aptitudes and Skills</strong></td>
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<td>3.1 Ability to communicate effectively and clearly in writing and orally</td>
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<td>Application Form / Interview</td>
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<td>3.2 Ability to work with a range of internal and external partners/ agencies</td>
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<td>3.3 Ability to organise and prioritise workloads</td>
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<td>Application Form / Interview</td>
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<td>3.4 Ability to work to targets and meet tight legal deadlines</td>
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<td>Application Form / Interview</td>
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3.5
# Personal Attributes

4.1 Excellent interpersonal skills and the ability to deal with people with tact and diplomacy/ deal with difficult customers  
E  
Interview

4.2 Able to understand and maintain confidentiality  
E  
Application Form / Interview

4.3 Able to speak/read Welsh or a local community language  
D  
Application Form / Interview

# Circumstances

5.1 Hold a current, full, UK driving licence  
E  
Application Form(S)

5.2 Able to undertake site visits within the city boundary  
E  
Interview

5.3 As and when required, to work occasional unsocial hours outside normal office hours (e.g. late evenings)  
E  
Interview

# Equal Opportunities

6.1 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council  
E  
Interview