



UTTLESFORD DISTRICT COUNCIL

Licensing Support Officer

Grade 4 Salary £22,183-£24,491

An opportunity has arisen to join our Licensing Team as a Licensing Support Officer at Uttlesford District Council. The successful candidate will have a varied range of duties, including the processing of licensing applications, preparing reports for the Licensing Committee and responding to complaints. The main work areas include hackney carriage/private hire, alcohol, gambling, charitable street, house to house collections and scrap metal.

The ideal candidates will ideally have experience working in licensing or equivalent experience working in a busy customer facing administrative role.

You will be enthusiastic and self-motivated with the ability to manage your own caseload within tight timescales. Good time management, organisational skills and attention to detail are essential skills. Excellent communication skills at all levels are essential together with the ability to contribute effectively to team working.

In return for your hard work and contribution, we can offer you a range of benefits including generous annual leave, flexi time, free parking, leisure centre discounts, membership of the Local Government Pension Scheme and more. Take a look at our website for the full range of benefits and support we offer our staff <http://www.uttlesford.gov.uk>

For an informal discussion please contact Russell Way, Licensing Manager on 01799 510448 or Steve Mahoney Senior Licensing Officer on 01799 510613

If you are interested in this post, please apply via our online recruitment link which is available on our website <https://www.uttlesford.gov.uk/for-jobs/Applying-for-a-job>

CVs will not be accepted.

We positively welcome applicants from all sections of the community.

The closing date for completed applications is Sunday 11 April.

Interviews will take place week commencing 19 April via Teams or Zoom.

During the Covid-19 pandemic in order to follow the Government's advice you will be required to work from home wherever possible, and your working arrangements will be agreed with your line manager. This will be reviewed as and when Government advice changes and/or the Council agrees new ways of working.

UTTLESFORD DISTRICT COUNCIL

JOB DESCRIPTION

Designation: Licensing Support Officer

Grade 4 £22,183-£24,491

Directorate: Public Services

Section: Licensing and Compliance

Reporting to: Snr Licensing and Compliance Officer

Located: Saffron Walden

Responsible for: n/a

OVERALL PURPOSE OF JOB

1. Administer the Council's statutory licensing functions in accordance with statutory guidance and agreed policies and procedures

JOB PROFILE

Key responsibilities

2. Accurately maintain and update all electronic data and record keeping systems to ensure effective management of files and correspondence submitted as part of the licensing function
3. Prepare Licensing Committee reports and all corresponding communication, paperwork and notifications, adhering to legislative requirements, within stringent timescales
4. Assist the Senior Licensing and Compliance Officer in investigating complaints and incidents in accordance with internal and external protocols
5. Conduct interviews in order to support the licensing regimes and to undertake enforcement where breaches are identified
6. Undertake licensing compliance activities including carrying out routine inspections and the examination of records, vehicles and equipment to ensure that vehicles/premises comply with licensing conditions
7. Compile reports and statements schedules for consideration of license determinations, prosecutions, simple cautions, suspensions and revocations in accordance with established procedures, in some cases leading to the presentation of evidence in court or licensing hearings/panels
8. Assist with any projects and promotions, research and investigations, under the direction of senior officers
9. Assist in the preparation of guidance notes, leaflets, circulars and surveys for distribution to public, customers and businesses
10. Keep fully conversant with changes in Legislation that effect licensing issues
11. Conduct where necessary interviews with applicants applying for Hackney Carriage or Private Hire Licences and maintain regular liaison with the Disclosure and Barring service

12. Assist clients who have licensing queries demonstrating providing a prompt and accurate response
13. Contribute to the formation, review and update of license conditions and policies
14. Undertake any other duties which may reasonably be within the competence of the post holder

The above duties and responsibilities give a broad outline of the functions of the post. However by necessity, these duties must be approached in a flexible manner to accommodate the changing needs and demands of the service provided by Uttlesford District Council. The post holder will be expected to adapt to changing circumstances and therefore the outline of duties may change from time to time.

OPERATING ENVIRONMENT

The post holder will be expected to follow the council policies and procedures and act in a flexible, co-operative and professional manner at all times, assisting colleagues to maintain an effective and efficient service delivered economically. The post holder will also be expected to operate within corporate standards of performance and security. In addition the post holder will be expected to contribute to the general tidiness and housekeeping and ensure a safe working environment is maintained.

PERSON SPECIFICATION/SELECTION CRITERIA

The following person specification lists the criteria that have been agreed for the person we are seeking to recruit. These criteria will be used for the short listing of applications. **It will help your application, therefore, if you can provide information on the application form of your experience ability to meet the criteria** either through your previous employment, social activities or in the home.

Knowledge

- Knowledge of Local Government statutory licensing responsibilities preferred
- Broad understanding of Safeguarding

Skills

- Excellent administrative skills
- Accuracy and attention to detail
- Ability to use own initiative, organise and prioritise workloads
- Ability to work as part of a team
- Must have a good working knowledge of database and word processing computer packages
- Ability to deal with conflicting priorities in a demanding environment
- Ability to work under pressure
- Able to be flexible and adaptable to suit the needs of the Licensing Section

Experience

- Experience of sorting, gathering and retrieving information
- Experience in interviewing
- Experience of working in a customer facing environment
- Experience of working in a licensing or similar environment

Qualifications/Training

- At least 5 GCSEs grades A-C including maths and English
- Must be numerate and able to accurately perform basic mathematical operations
- Must have a good working knowledge of database and word processing computer packages
- Willing to attend training courses

Circumstances

- Be flexible and available for occasional evening meeting attendance
- Hold valid driving license and be able to use own vehicle for work purposes

Non Line Manager Core Accountabilities

- Understand the needs of your customers and deliver the best possible outcomes through exemplar behaviour in accordance with UDC's Values and Behaviours
- Work flexibly and collaboratively across structural boundaries in support of key outcomes
- To contribute to development or organisational capability by taking ownership of your own training and development, including identifying and taking part in training and development activity and responding to feedback on performance
- Take responsibility for identifying and auctioning areas of risk including Health and Safety and Business Continuity

Safeguarding

Uttlesford District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment.

Role Requirement: This role does not require a DBS (CRB) check.

Pre-employment Checks appropriate to this Job Profile

Uttlesford District Council (UDC) is committed to ensuring all recruitment is undertaken fairly, effectively, safely and in accordance with legislation.

Effective date: July 2019

UDC – VALUES AND BEHAVIOURS

VALUE: ACHIEVING HIGH PERFORMANCE	
REQUIRED BEHAVIOURS	
ENTHUSIASTIC	<ul style="list-style-type: none"> • Creates and maintains a positive work ethic while striving to get the job done • Shows pride in what they do
SUPPORTIVE	<ul style="list-style-type: none"> • Identifies where changes are needed and helps make them happen • Learns from experience/mistakes
PROBLEM SOLVING	<ul style="list-style-type: none"> • Adopts a proactive and positive approach to solving problems • Produces innovative ideas, thinks 'outside of the box'
FLEXIBLE	<ul style="list-style-type: none"> • Promotes and embraces change, is open to new ways of working
VALUE: RESPONDING TO CUSTOMER NEEDS	
REQUIRED BEHAVIOURS	
CUSTOMER FOCUSED	<ul style="list-style-type: none"> • Open and honest in communication with internal and external customers; shows courtesy and respect • Demonstrates required behaviours to meet all Customer Charter promises above and beyond specified requirements • Conducts themselves in a professional manner, promoting the council's reputation
RESPONSIVE	<ul style="list-style-type: none"> • Understands and responds to customer needs • Actively seeks feedback to improve customer service • Proactively works to progress new ways of working to improve customer service
VALUE: WORKING TOGETHER	
REQUIRED BEHAVIOURS	
VALUING OTHERS	<ul style="list-style-type: none"> • Treats everyone fairly, with respect and dignity, responding sensitively to individuals • Shows respect for the values, experience, contribution or work of others
TEAM WORKING	<ul style="list-style-type: none"> • Develops team working in service area and across the council and strives to maintain a high level of motivation • Works across service areas to attain common goals • Encourages others to input ideas and opinions and responds to good suggestions
OPEN/HONEST	<ul style="list-style-type: none"> • Open and honest in communication, seeking and giving regular feedback
DEVELOPING OTHERS	<ul style="list-style-type: none"> • Shares job knowledge and skill willingly with other employees to help them or assist in their development
RECOGNISING SUCCESS	<ul style="list-style-type: none"> • Acknowledges success/achievements of others in the organisation

**UTTLESFORD DISTRICT COUNCIL
LICENSING SUPPORT OFFICER
BASIC TERMS and CONDITIONS OF EMPLOYMENT**

PRE-EMPLOYMENT MEDICAL	Appointment is subject to a Pre-Employment Medical Clearance.												
SALARY (Per annum -Pro-rata)	<p>Spinal Column Point</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr><td>12</td><td>£22,183</td></tr> <tr><td>13</td><td>£22,627</td></tr> <tr><td>14</td><td>£23,080</td></tr> <tr><td>15</td><td>£23,541</td></tr> <tr><td>16</td><td>£24,012</td></tr> <tr><td>17</td><td>£24,491</td></tr> </table> <p>Please note: Incremental progression within your pay band is effective subject to satisfactory performance as measured through our appraisal system and if your start date is such that you are still under probation on 1 April, you will not be eligible for an incremental rise until the following year.</p> <p>Salary is paid on the 23rd of the month by credit transfer directly into the bank or building society of your choice.</p>	12	£22,183	13	£22,627	14	£23,080	15	£23,541	16	£24,012	17	£24,491
12	£22,183												
13	£22,627												
14	£23,080												
15	£23,541												
16	£24,012												
17	£24,491												
PENSION	<p>You will automatically be enrolled into the pension scheme.</p> <p>Your contribution will depend upon your salary scale and will be deducted at source.</p>												
ANNUAL LEAVE PRO-RATA	<p>Basic annual leave is 163 hours rising to 185 hours after 5 year's continuous local government service, plus 15 extra statutory hours leave; the timing of which is reviewed annually.</p> <p>All leave and statutory hours are proportionate to the current leave year</p>												
HOURS	37 hour week												
PROBATION	There is a six month period of probation for all new employees.												

Please note: the details set out above are for information only and do not constitute an offer of employment.