

Principal Licensing Officer

Department	Environmental Health and Licensing
Pay Grade	CG8-9
Responsible to	Head of Environmental Health and Licensing

Role Purpose

Lead the Licensing team overseeing the delivery of an effective, efficient and economic Licensing Service for Horsham District Council by providing specialist advice on all licensing issues across the Horsham district.

Ensure the provision of the licensing function and administration processes are carried out in accordance with all licensing legislation including alcohol, hackney carriage and private hire, gaming, street trading, scrap metal, pavement (table and chairs) licensing and other adhoc specialisms that fall under the remit of the service.

Act as the Council's specialist providing a wide range of technical and comprehensive advice and guidance to the council, senior management and external organisations on licensing and enforcement issues.

Direct Reports

- Licensing Officer x2
- Licensing Assistant x2

Role Specific Responsibilities / Accountabilities

- To be the subject matter expert on licensing issues maintaining an up-to-date knowledge of the relevant legislation ensuring all aspects of licensing related matters are effectively managed and dealt with as appropriate.
- To be the technical lead on policy related issues advising senior management and external businesses on licensing requirements and processes.
- Manage the day-to-day activities of the licensing team ensuring all activities are carried out appropriately and within policy and legislation requirements and to review, develop and implement appropriate working

methods and processing for the licensing team, including implementing agreed Action, Business and Services Plans.

- To ensure compliance with licensing legislation and the need to initiate enforcement action, including the inspection of premises and vehicles is carried out in accordance with legislation requirements and internal processes.
- To ensure the proper processing and determination of applications for various licenses, permits, registrations etc including consultations with appropriate partner agencies and authorities are carried out in an appropriate manor.
- To be a member of the departmental Management Team, assisting with Head of Environmental Health and Licensing in the overall management of the department including the setting and monitoring of targets and objectives for the department.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role; relevant experience may be a substitute.

Essential Criteria

- Proven experience and knowledge of working in a Licensing function and ability to interpret applications against national guidance and judge accordingly.
- Management / Supervisory experience
- Strong written and oral communication skills
- Ability to build strong relationships with a network of customers.
- Able to work on own initiative and as part of a team.
- Competent IT user, able to use and learn different systems and packages.
- Good organisational skills with the ability to manage and prioritise workloads in an efficient and timely manner.
- Ability to deal with difficult and / or conflict situations with a wide range of customers and influence different stakeholders.
- Full UK Driving Licence and access to a vehicle during working hours.
- Accreditation of BII Level 2 National Certificate for Licensing Practitioners Higher Qualification or Institute of Licensing Advanced Taxi licensing
- Membership of the Institute of Licensing (IoL)

Desirable Criteria

- Relevant postgraduate qualification
- Membership of the Chartered Institute of Environmental Health (EHORB Registered or Chartered Status)

Appendix

Generic Employee Responsibilities / Accountabilities

- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Ensure that all duties are carried out in compliance with statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement changes to improve / enhance performance to continuously deliver improvements to services.
- Develop team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Participate in the recruitment and management of team members, giving clarity regarding targets, standards and performance expectations. Review performance giving regular feedback and implementing solutions to address both high performance and poor performance. Before acting as recruiting manager you must partake in training on the Council's recruitment processes.
- Ensure all team members, and new team members, including casual workers undertake mandatory training (Fire, Health and Safety, Data Protection and Safeguarding).
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, inclusion, access to services and tackle discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to people and the Council's operations.

- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Managing customer service
- Constructive customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be an excellent organisation
- Deliver continuous service improvement
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Support the team to work collaboratively
- Invest in our people for continuous improvement
- Support creativity and responsibility