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# Recruitment information

## Job description and person specification

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**Your title** Licensing Officer / Trainee Licensing Officer

**Post number** PES158

**Your team** Licensing Team - Planning and Environmental Health

**You would be based** Civic Centre, High Street, Esher, KT10 9SD

**Your line manager** Principal Licensing Officer



# Elmbridge Borough Council

*... bridging the communities ...*

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## About the role

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Our licensing service contributes significantly to the economic, social, and environmental well-being of our residents, businesses, and visitors to the Borough. We ensure applicants are suitable to hold a licence and provide their services lawfully and safely. Our overall aim is to ensure public safety for all people who may be affected by licensable activities.

You will be responsible for delivering the Council's frontline licensing services in relation to alcohol, regulated entertainment, and late-night refreshment; gambling; taxi and private hire services; animal welfare and other authorisations.

You will work with minimal supervision to enforce regulations which have a high direct impact on public safety and well-being. You will investigate complaints relating to licensed and unlicensed activity and using your specialist knowledge and initiative, will take appropriate regulatory action to ensure compliance. You will interpret statutory requirements, regulations, guidance, and Council policies, and advise applicants, licence holders, and other stakeholders. You will also work in partnership with external statutory and non-statutory agencies, to achieve compliance. You will determine the suitability of applicants to hold a licence and determine licence applications.

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## The main purpose of the role

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1. To deliver the Council's licensing functions in accordance with, statutory requirements and guidance, Council policies, processes and procedures.
2. To ensure compliance with the terms and conditions of all licences issued by the Licensing Team and take appropriate enforcement action as necessary.
3. To investigate complaints, and take appropriate enforcement action in line with statutory requirements and guidance, policies and procedures.
4. To interpret statutory requirements, guidance and Council policies and advise stakeholders in relation to all services provided by the Licensing Team.
5. To determine the suitability of applicants to hold a licence and determine applications for all licences, registrations and permits handled by the Licensing Team. To recommend licence refusals or revocations.

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## Specific duties and responsibilities

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1. To investigate allegations of criminal offences including unlicensed activity, and non-compliance with licence conditions.
2. To gather and record evidence, prepare witness statements and present evidence for court hearings, committee and sub-committee meetings, informal hearings and other enforcement action. All action must be taken in accordance with statutory requirements and guidance, and Council policies and procedures.
3. To attend Magistrates' and Crown Court to give evidence on behalf of the Council.
4. To attend Licensing committee meetings and assist Senior Officers when required.
5. To write and present reports at licensing sub-committee meetings and attend meetings as the lead officer when required.
6. To plan and carry out risk-based licensing inspections of licensed premises such as pubs and betting shops, to ensure compliance with statutory requirements and licence conditions.
7. To work in partnership with external agencies and other services regarding licensing and related matters, for example Safeguarding.
8. To respond to enquiries and correspondence from the public, external customers and organisations, elected Members, and colleagues.
9. To interpret statutory requirements, guidance, and Council policies, and advise applicants, licence holders, and other stakeholders.
10. To carry out technical checks in respect of licence applications and notices given to the Council and determine those applications under delegated powers.
11. To determine the suitability of an applicant to hold a licence and once granted, to review the licence holder's continued suitability to hold a licence.
12. To analyse varied and complex information, carry out mediation where required, issue instructions and provide solutions, serve notices, and suspend licences, and maximize income by ensuring all licence fees and charges are collected in accordance with statutory requirements.
13. To develop and deliver selected pro-active enforcement projects and other projects.
14. To assist the Principal Licensing Officer to develop, review and consult on local licensing policies; to develop local procedures, public information, guidance and licence conditions.
15. Under Senior Officer's direction, to advise, instruct, check work, and provide on-the-job training for other team members.
16. To use the relevant computer system(s) to handle and process personal and sensitive information in respect of licence applications, maintain customer confidentiality, accurately record information such as enforcement actions, and to record information for management and other purposes.

## Special Conditions:

Scale Point	Key Achievements	Position
18	Commence training	Trainee Licensing Officer
29	Successful completion of training and responsible for varied caseload. Countersignatory for Disclosure & Barring Service applications	Licensing Officer
32	Additional specialist qualifications, complex varied cases <i>(At this point a new contract will be issued setting out a two-month notice period)</i>	Licensing Officer

**Trainee Licensing Officer** - Grade S4 to S6, Scale point 18 to 28, (£27,028 -£34,666)

**Licensing Officer** – Grade SO1 - SO2, Scale point 29- 34 (£35,824- £40,751)

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## What's missing

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## Health and safety

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## Personal and sensitive data

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## Talent development

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme. You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed to do the job.**

We will consider your written application in relation to the essential knowledge, skills, abilities, education, and experience required for the job, and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

### **What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education, and experience make you suitable for this post.

- You may have gained these through previous employment, voluntary/community work, spare time activities, home responsibilities, training, or languages spoken.
- You should also include anything else relevant to the job, which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

**Licensing Officer- Trainee Licensing Officer**

**Post No: PES158**

**Team: Licensing Team- Planning and Environmental Health**

**Hours: 36**

**Salary: S4–SO2 (£23,912 to £38,751)**

**Car Allowance: C3 Frequent Car User**

**(SCP 18-34)**

<b>Key requirements (Desirable / Essential)</b>	<b>Trainee Licensing Officer  Grade: Scale 4 to Scale 6</b>	<b>Licensing Officer  Grade: S01</b>	<b>Licensing Officer  Grade: SO2</b>	<b>To be tested by: Application (A) Test (T) Interview (I)</b>
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<b>Qualifications and Education</b>					
1	Min. 5 GCSE's including Maths & English at Grades 9 to 4, GCSE or GCE grades A to C or level 2 equivalent and 1 A' Level or equivalent higher education qualification.  Or, equivalent demonstrable work experience at this level.	Essential	Essential	Essential	A, I
2	A degree, or a Certificate of Higher Education in Licensing Law, or other relevant licensing or legal qualification, or associated qualification, or other demonstrable competence or experience of working at this level.	Desirable	Desirable	Essential	A, I
3	Eligible for Individual Membership of the Institute of Licensing.	Desirable	Essential	Essential	A, I

4	Level 3 Certificate (Animal Licensing Inspector) or commitment to undertake and successfully complete necessary training and qualification.	Desirable	Desirable	Essential	A, I
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<b>Experience</b>					
5	Proven ability to interpret, apply and enforce local authority processes, statutory guidance or relevant legislation and to be confident to make decisions and determinations.	Desirable	Essential	Essential	A, T, I
6	Able to determine licence applications, mediate effectively and manage application and relevant processes.	Desirable	Essential	Essential	A, T, I
7	Experience of investigating offences, including gathering evidence, interviewing under caution, preparing witness statements, producing written reports, and giving evidence at court.	Desirable	Essential	Essential	A, I
8	Able to prepare and present reports to Licensing Committee and Licensing Sub-Committees.	Desirable	Essential	Essential	A, I
9	Able to advise, instruct, check work, and provide on-the-job training for other team members	Desirable	Essential	Essential	A, I
10	Experience advising and providing on-the-job training for other team members.	Desirable	Desirable	Essential	A, I



<b>Knowledge, skills, and abilities</b>					
11	Excellent written and verbal communication skills.	Essential	Essential	Essential	A, T, I
12	Able to analyse information, identify relevant facts, and record and present information accurately. This includes preparing and presenting reports for relevant licensing committees and hearings.	Desirable	Essential	Essential	A, I, T
13	Able to organise and prioritise work-load for self and others within a changing and flexible environment	Desirable	Essential	Essential	A, I
14	Demonstrable commitment to customer care and quality of service provision.	Essential	Essential	Essential	A, I
15	Confident in dealing with general public, on the telephone and in person with demonstrable ability to remain calm and focused under pressure.	Essential	Essential	Essential	A, I, T
15	Willingness to demonstrate initiative.	Essential	Essential	Essential	A, I, T
17	Proficient computer skills in a variety of software packages including Word, Excel, PowerPoint & Outlook, and database systems.	Essential	Essential	Essential	A, I
18	Flexible and adaptable team worker with commitment to team working	Essential	Essential	Essential	A, I

<b>Special requirements</b>					
19	Requirement to undertake successful DBS application on	Essential	Essential	Essential	I

	progression to salary scale point 29				
20	Demonstrate willingness to successfully achieve a relevant level 3 qualification to progress through the grade.	Essential	n/a	n/a	A, I
21	Valid driving licence, with use of a car for work purposes.	Essential	Essential	Essential	A, I
22	Available to carry out site visits, attend meetings and carry out investigations outside normal office hours and at weekends when required.	Essential	Essential	Essential	A, I