

Job Profile Information: Licensing Officer

Job Title: Licensing Officer

Proposed Job Grade: Level 4 Zone 1

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Public Protection Service is committed to delivering frontline services in an efficient and professional manner reaffirming our responsibility to quality of life for our communities.

As a Licensing Officer within the Public Protection Service your focus will be on dealing with complex Licensing issues. The role will require you to take personal responsibility for the effective preparation and coordination of reports for licensing committee, assisting in developing and reviewing relevant licensing policies and investigation of complex Licensing related matters.

About the role

The role is to ensure provision of a responsive, outcome focused and cost-effective Public Protection service with direct responsibility for preparing, coordinating and presenting licensing reports and making recommendations to licensing sub-committees. Oversee the effective development and review of licensing related policies, completion of licensing public consultation and citizen engagement procedures. You will liaise directly with key stakeholders and national and regional bodies to ensure ongoing compliance with the legislative framework. You will investigate complex licensing issues across the various licensing regimes and take appropriate actions to resolve them. You lead in the successful management of high-profile queries, providing high level technical responses to elected member enquiries and complaints and oversee an effective escalation procedure which allows ongoing / unresolved issues to be identified and responded to swiftly and effectively. You will lead on the classification of films and the management of the Licensing Pre-Application Scheme.

You will liaise with relevant internal and external partners to organise licensing tasking meetings. The role will support the Licensing team leader to project manage, develop and deliver specific and cross-service projects, identify and implement opportunities for innovation. You will provide high level technical advice to Senior Council officers, elected members, key stakeholders and citizens on licensing and policy related matters and draft briefings and procedural reports for the relevant portfolio holder as directed by the Team Leader or the Public Protection Manager. You will be required to carry out licensing enforcement across the various licensing regimes as directed by the Team Leader or the Public Protection Manager.

You will liaise extensively with the relevant regeneration, economic growth and business development services in order to ensure that the licensing service supports the Council's wider Evening and Nighttime Economy Strategy and other aspirations relating to Inclusive Growth. All this will ensure that Camden remains a vibrant, culturally diverse, welcoming, and safer place for all who live, work and or visit.

About you

We are seeking for a highly motivated and experienced Licensing Officer to help deliver an efficient and agile service. You will need to have an excellent working knowledge and understanding of the legislative framework relating to Licensing and relevant experience in its application to casework, including investigating complex licensing complaints and determining appropriate action to achieve a resolution. You will need to have the ability to develop and implement policies, operational processes or procedures to assist service delivery and to ensure that the Licensing Service supports Camden's strategic aspirations as outlined within Camden 2025. You will need to have a working knowledge of relevant licensing legislation as relates to the various licensing regimes i.e. Licensing Acts 2003, Gambling Acts 2005 Local Government Act 1982, London Local Authorities Act 1990 (as amended) and the Business and Planning Act 2020. You will advise Senior Council officers, elected members, key stakeholders and citizens on licensing and policy related matters.

To be successful in this role you will have an organised approach to your own workload whilst dealing with conflicting priorities and a focus on delivering excellent customer service.

The role will require you to be able to work collaboratively with internal and external partners, and able to contribute to service improvements.

Work Environment:

The role is a mixture of office based work at 5 Pancras Square, site visits/inspections and attendance at external meetings. The post holder will be required to attend evening meetings, committees or other out of hours events for which reasonable notice will usually be given.

The post holder will be expected to work independently and with minimal supervision and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to the community of Camden.

The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

People Management Responsibilities:

The post holder shall have no formal line management responsibilities.

Relationships

Reports to the Licensing Team Leader to ensure service delivery and improvement is coordinated across the Licensing functions. The post-holder on occasions may be required to attend partnership forums on behalf of the Team Leader.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Cabinet Members and ward councillors
- Directorates and services across the Council
- Institute of Licensing
- Government departments and other local authorities, especially the Greater London Authority
- Government agencies
- Local community groups
- Local and national businesses / business representatives
- Police
- Work collaboratively with staff in other teams

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,