

## **Job Profile Information: Senior Licensing Officer**

**This supplementary information for Senior Licensing Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 4 Zone 1 and Camden Way Category 4**

### **Role Purpose:**

To develop, write, implement, monitor and review integrated, evidence based and effective strategies and policies for all licensing matters including sex entertainment venues to support corporate, community and local objectives whilst meeting the Council's statutory obligations.

To achieve effective strategy and policy related consultation, communications and publicity to key stakeholders and will include engagement with national and regional bodies on licensing matters.

To have an understanding and appreciation of the changing local and national agenda in relation to all licensing matters for example under the Licensing Acts and Regulations 1993, 2003, 2005, Gambling Acts 2005 and 2015, Local Government Act 1982, London Local Authorities Act 2000 and other licensing regimes and to lead on Camden's response.

To advise councillors, officers and the public on Camden's Licensing Policy.

To lead on licensing fee debt recovery using your understanding of licensing legislation and policy.

Identify learning from external sources to improve strategic delivery of the Licensing Service and propose improvements.

To support the Health and Safety and Licensing Principal Officer to identify and improve the Licensing Service.

To support the Principal Officer to develop service level agreements.

### **Example outcomes or objectives that this role will deliver:**

- To take personal responsibility for developing, implementing and enforcing policies in connection with all licensing related matters.
- To prepare and present reports at Licensing Committee with recommendations to councillors to assist the Council's decision making process.

- To act on behalf of the Licensing Authority to ensure all advice given to councillors and other stakeholders is accurate, reliable and consistent. To ensure that advice is properly recorded, disseminated to correct teams, and held against appropriate records, with a clearly accessible audit trail.
- To prepare and write reports/briefings for Licensing Sub-Committee hearings, and attend hearings including sex entertainment venues and present reports.
- Lead on local sector meetings with other local authorities to ensure development of best practice and exchange of key information relating to research and policy development.
- Organise and where appropriate deliver training on policy or legislation changes as and when relevant.
- To liaise with relevant services, in respect of proposed developments, both local and strategic to the Borough.
- To keep abreast of all relevant existing new and draft legislation, advice and other developments relevant to licensing matters.
- To be self-directing and to take responsibility for their own learning and development and be confident to identify opportunities for innovation to improve the service in terms of creating and improving policies and procedures, particularly through the evaluation and review of work performance and customer feedback.
- To take a lead role and develop relevant skills in the production of policies, plans, supplementary documents and research, project implementation and service improvement.
- Provide advice and guidance to residents, councillors, licensees, police and other responsible authorities as required on licensing matters, ensuring high levels of customer care at all times.
- Lead on licensing fee debt recovery and support the Business and Consumer Services Manager to collate and report back on fee collection performance to ensure that licensing income is maximised and income targets met.
- Develop service level agreements working with the Business and Consumer Services Manager and Principal Officer where other services deliver on behalf of the Licensing Service such as Contact Camden, Business Support and Committee Services.
- Provide cover for the Licensing Officer to organise licensing hearing/appeals including attending hearings and panels/sub-committees.
- Any other duties as required.

**People Management Responsibilities:**

There are no formal management responsibilities for this role.

**Relationships;**

Reports to the Business and Consumer Services Manager.

This role will be expected to 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. To be effective in the engagement and communication with key stakeholders, including but not restricted to:

- Applicants
- 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

**Work Environment:**

- Predominantly based in our offices at 5 Pancras Square. The post holder will be required to attend evening meetings, or other out of hours events on occasion 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. However, may require guidance from senior officers on occasion.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will lead on complex technical licensing issues, including borough research, policy development and legislative change. The decisions made may have significant financial and social effects on businesses and individuals who require the services or are affected by them.
- The post holder will have direct customer interaction at public hearings, face-to-face advisory sessions, over the phone or via email or post.
- 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.

**Technical Knowledge and Experience:**

- Essential: Minimum 2 years experience of and delivering licensing functions (Licensing Act 2003 and Gambling Act 2005) within a local authority setting.
- Desirable: Hold a relevant qualification (through a recognised awarding organisation) in Licensing

- Have an excellent knowledge/understanding of the legislative framework in relation to Licensing, including proven experience and ability to:
  - Prepare and write clear reports on complex /technical issues and other documentation including policies relevant to licensing matters.
  - Speaking and presenting at public meetings and Member Committees.
  - Attend court, prepare and give evidence as required.
- Understanding of the nature and financial impact of relevant processes and the effect on the people and environment on which it effects.
- The ability to take responsibility for ensuring the accuracy and effectiveness of own work and to prioritise and work effectively under pressure and within tight deadlines.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities in a demanding environment.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to meet Camden objectives.
- Ability/experience to investigate licensing related complaints.
- Demonstrate excellent customer care and communication skills in explaining complex and technical issues accurately, clearly and concisely both orally and in writing when dealing with all service users.
- Demonstrate your involvement and participation on projects as part of a team, and identify how this has led to a successful outcome.
- Knowledge of and ability to manage sensitive intelligence and information securely.
- Proven ability to identify and implement service improvements.
- Demonstrate ability and understand importance of keeping accurate and clear records.
- Demonstrate an awareness of politically sensitive issues.
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.

### **Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

## **Chart Structure**