

Job Profile - Licensing Officer

Job Level: Level 3 Zone 2

Salary Range: £34,629 - £40,171

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.

About the role

To lead on organising licensing hearing/appeals including attending hearings and committees.

Provide advice to councillors on licensing policy.

To manage effective investigation and resolution of casework.

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

Example outcomes or objectives that this role will deliver:

- To deliver the licensing hearing/appeals process effectively.
- To prepare, present reports and appeal statements within specified timescales.
- 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.
- Ensure advice is given in a timely and professional manner.
- To liaise with the Contact Camden service on hearings and general queries relating to licensing, film classification and the Gambling Act.
- To maintain the licensing panel schedule.
- 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 support role and develop relevant skills in the production of policies, plans, supplementary documents and research, and project implementation.
- Provide advice and assistance to councillors, licensees, residents and other key stakeholders in connection with licensing matters.
- Any other duties as required.

About you

- Essential: Have a detailed knowledge/understanding of the legislative framework in relation to Licensing and its application to licensing

panels and hearings, including proven ability to:

- Prepare and write clear reports and other documentation relevant to licensing matters.

- Attend court, prepare and give evidence as required.
- Desirable: Hold a relevant qualification in Licensing
- Desirable: 2 years of experience delivering licensing functions
- 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 complaints and Camden objectives.
- 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.
- 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.

Work Environment:

- 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 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:

There are no formal management responsibilities for this role.

Relationships:

Reports to the Business and Consumer Services Manager.

To be effective in the engagement and communication with key stakeholders, including but not restricted to:

- Cabinet members and ward councillors
- Directorates and services across the Council
- Government departments and other local authorities, especially the Greater London Authority
- Institute of Licensing
- Government agencies including Health and Safety Executive and Public Health and Environment.
- 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.