



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Licensing Officer
Grade	Career Grade (4-6)
Directorate	Place – Public Protection
Service	Licensing

Criteria grade 4

Experience		
1. Experience of assimilating and applying knowledge within an administrative and legislative context.	A/I/T	E
2. Experience of maintaining and reviewing multiple records and their upkeep.	A/I	E
3. Experience of delivering high standards of customer care by phone, email and in person	A/I/T	E
4. Relevant experience of working with Information Management Systems	A/I	E
5. Experience of handling and protecting sensitive and confidential information	A/I	E

Skills and Abilities		
1. Ability to provide basic advice and support on routine applications under direction	A/I/T	E
2. Ability to effectively communicate with customers.	A/I	E

3. Demonstrate the ability to organise and deliver multiple tasks efficiently and accurately as directed.	A/I/T	E
4. Ability to use a range of information technology and equipment	A/I/	E
5. Ability to work as part of a team to achieve common goals and successful outcomes	A/I/T	E
6. Ability to produce accurate concise notes and records.	A/I/T	E

Education, Qualifications and Knowledge		
GCSE 3-5 passes (A-C) to include English and maths.	C	E

Criteria grade 5

Experience		
1. Evidence of quickly assimilating, assessing and applying licensing knowledge and the application of the legislation governing licensing and consent regimes.	A/I/T	E
2. Evidence of the ability to process and issue numerous and more complex licensing applications and consents.	A/I/T	E
3. Evidence of a proven track record of working effectively with relevant licensing partners and stakeholders.	A/I/T	E
4. Experience of delivering high standards of customer care by phone, email, in person and applying effective resolutions under direction.	A/I	E
5. Relevant experience of working with Information Management Systems on a regular basis and their maintenance.	A/I/T	E
6. Experience of relevant ad hoc project development and review	A/I	D
7. Experience of handling and protecting sensitive and confidential information and its maintenance.	A/I	E

Skills and Abilities		
1. Ability to provide accurate routine advice and support on most aspects of licensing applications administered.	A/I/T	E
2. Ability to effectively communicate with a wide range of people including customers, partners and stakeholders.	A/I	E

3. Demonstrate the ability to effectively prioritise a wide variety of tasks using own initiative to agreed deadlines with minimum supervision.	A/I/T	E
4. Ability to quickly understand and use a wide range of information technology and equipment.	A/I/	E
5. Ability to effectively plan and undertake project work delivering successful outcomes	A/I/	D
6. Skilled in working as part of a team	A/I/T	E
7. Ability to produce professional, accurate, concise notes and records.	A/I/T	E

Education, Qualifications and Knowledge		
GCSE 3-5 passes (A-C) to include English and maths.	C	E
Licensing Practitioners Certificate	C	D

Criteria grade 6

Experience		
1. Evidence of detailed specialist knowledge and application of the legislation governing licensing and consent regimes and completion of complex licences.	A/I/T/P	E
2. Evidence of a proven track record of working effectively with partners and stakeholders.	A/I/T	E
3. Evidence of managing, and reviewing data bases, processes, procedures	A/I/T	E
4. Experience of delivering high standards of customer care by phone, email, in person and applying effective resolutions.	A/I	E
5. A high level of relevant experience of working with Information Management Systems.	A/I/	E
6. Experience of developing policies and procedures.	A/I/	D
7. Experience of preparing and writing reports and presenting at committee	A/I/T	E
8. Experience of handling and protecting sensitive and confidential information	A/I	E
9. Evidence of highly effective organisation and management skills when dealing with multiple tasks and deadlines.	A/I/T	E

Skills and Abilities		
1. Ability to provide detailed, accurate advice and support on all aspects of licences/consents/permits administered.	A/I/T	E
2. Ability to effectively communicate, negotiate with and influence a wide range of people including customers, partners, and stakeholders and elected members.	A/I	E
3. Demonstrate the ability to effectively plan and prioritise all aspects of licensing tasks administered and competing demands using own initiative to agreed deadlines.	A/I/T	E
4. Ability to quickly understand and use a wide range of information technology and equipment with a high degree of accuracy.	A/I/	E
5. Ability to effectively plan and undertake project work delivering successful outcomes	A/I	E
6. Ability to produce reports, instructions and written documents in clear and concise terms.	A/I/T	E
7. Ability to resolve problems using first principles and applying a general understanding of licensing law and practice to appropriate scenarios.	A/I/T	D
8. Ability to review and analyse documents against current policies, processes and procedures	A/I/	E
10. Highly skilled in working as part of a team in order to achieve successful outcomes.	A/I/T	E

Education, Qualifications and Knowledge		
GCSE 3-5 passes (A-C) to include English and maths	C	E
Diploma/degree or other relevant qualification such as the Licensing Practitioners Certificate	C	D
Detailed knowledge of legislation in relation to Licensing and associated consent regimes	A/I	E

CAREER PROGRESSION
Appointment /progression at each stage will be dependent upon
1. Management assessment of the officer's ability to satisfactorily perform the full range of duties applicable to that level. Regard will be given to the Competency Framework
2. The relevance of an officer's experience will be determined by the Licensing Manager with assistance from appropriate officers.
3. The needs of the Service.

Other Requirements		
37 hours per week		E
Grade 6 To attend committee meetings as required which may fall outside of normal office hours		E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
Committed to providing excellent customer experience and embedding customer focus in all aspects of service delivery.	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements			
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.			
Prepared / Revised By	Katherine Parry		
Role	Licensing Manager	Date	7 th October