Role profile

**Licensing Technical Officer**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Licensing |
| **Reports to** | Principal Licensing Officer |
| **Job family** | Professional and Technical |
| **Grade**  | E |
| **Political restricted?** | N |
| **DBS required?** | N  |
| **Date**  | July 2024 |
| **JE Code** | JE2647 |

Key deliverables

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| **1** | To support officers investigating cases in areas including Licensing Act 2003, Gambling Act 2005, Street Trading, Scrap Metal and Event Safety. |
| **2** | To implement relevant Council policies on areas of licensing. |
| **3** | To take regulatory action against a range of licensed premises, activities and individuals. |
| **4** | To undertake administrative procedures including inputting, interrogation of appropriate software devices and use of databases for example APP, Sharepoint, Microsoft. |
| **5** | To undertake as requested inspections, visits and investigations in respect of a range of compliance matters. |
| **6** | To give advice and guidance on licensing matters to other agencies and stakeholders for example, TVP, Bucks Fire & Rescue Service & South Central Ambulance Service. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | Demonstrated ability in numeracy and literacy and attention to detail. Knowledge of licensing and regulatory legislation.  |
| **2** | To be able to work independently and as part of a team. |
| **3** | To work to legislative, process and policy timescales at times under pressure. |
| **4** | To be able to interpret legislation and provide clear advice, direction and guidance to stakeholders and colleagues . |
| **5** | To attend, and contribute to relevant meetings. To be willing and able to work out of hours on some evenings and weekends on a regular basis and to be able to assess risk to personal safety. |
| **6** | To be able to communicate effectively across a range of situations including verbal, written, and other mediums including report writing. Appear as a witness to committees as required. |
| **7** | Experience of using IT including MS Office, Excel, APP & skills in data management and ability to manipulate electronic cataloguing systems. |
| **8** | An aptitude to take on responsibility within the confines of the post. Willingness to develop the role for a career in licensing and Regulatory services. |
| **9** | Driving licence essential. Full UK Driving licence and use of own vehicle. |

Job family

**Professional and Technical (Grade E)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional and Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing city council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profiles, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level the experience and technical expertise of job holders enables them to carry out a range of complicated tasks and provide authoritative technical and procedural advice to colleagues and members of the public. They will monitor and take responsibility for a range of city council assets and will plan work outputs and project deliverables several weeks in advance.

**The knowledge and skills required**

The range of knowledge required for these roles includes an understanding of the policies and procedures across the specialist area in which job holders work as well as a solid underpinning of technical knowledge gained through dedicated, formal education.

Usually job holders have been working within the specific field for a reasonable time and they have been exposed to many of the routine and more unexpected circumstances of their role.

This level is also appropriate for jobs requiring graduate or post graduate qualifications in a specific discipline, but which will not yet have the on the job experience necessary for full practitioner level expertise.

While the majority of roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

**Thinking, planning and communication**

Job holders will need to make judgements and creative choices related to the tasks they carry out and the advice or guidance they give others. Problems are likely to crop up quite regularly and their solutions will come from both standard practice guidelines and reliance upon jobholders’ technical expertise in their particular discipline.

Job holders will deal with many day-to-day issues but will also be required to plan ahead several weeks ahead to achieve personal and team goals.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders enjoy some autonomy in determining the best practical approach to meeting goals and targets. Although working in a team context where working to recognised procedures ensures consistency, they will need to respond independently to unexpected problems and situations, referring particularly unusual or difficult issues to a manager.

**Areas of responsibility**

At this level, rather than provide a straightforward service to others, job holders will need to carefully assess their specific needs and tailor their response appropriately. Alternatively, some roles will be responsible for implementing regulations in such areas as public health, housing or democratic governance.

There will be no supervisory responsibility at this level, but job holders may assist with the orientation of new starters, volunteers or students.

OR:

Supervisory duties are an element of jobs but there will generally be a compensating reduction in the requirement to assess the needs of service users and/or accountability for financial and physical resources.

Given the diversity of jobs, the specific nature of responsibilities will depend upon the needs of the team. These are likely to be financial accountability at the level of regular cash handling or monitoring/ spending from an agreed budget and the careful use and maintenance of significant city council assets such as vehicles, equipment, information and resources.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional and Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments. Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.