

## LONDON BOROUGH OF LEWISHAM

### JOB DESCRIPTION

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| Designation:                 | Safer Communities Officer –<br>Licensing | Grade:   | PO2                          |
| Reports to<br>(Designation): | Safer Communities Operation<br>Manager   | Grade:   | PO7                          |
| Directorate:                 | Community Services                       | Section: | Safer Communities<br>Service |

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#### **Main Purpose of the Job**

To work under the direction of the Safer Communities Operation Manager in the Safer Communities Service to ensure the effective and efficient running of the licensing service and discharge the Council's statutory duties in respect of a range of licensing functions and to serve the Council, its Committee Members and Officers.

The service is responsible for administering and enforcing a variety of licensing registrations and permit regimes, including those related to alcohol, entertainment, and late night refreshments; gambling premises and lotteries; animal establishments, scrap metal, and marriages.

#### **Summary of Responsibilities and Personal Duties:**

##### **Licensing Processing**

1. To administer applications for the grant, renewal, transfer, and variation of a variety of licences, registrations and permits utilising appropriate systems and databases for recording information accurately and timely in accordance with set procedures and GDPR requirements.
2. To liaise with various external and internal departments and agencies including police, fire service, planning, public health etc. to ensure that applications are considered and administered as to promote licence objectives.
3. Liaise with applicants around their application and where necessary agree conditions to promote licensing objectives in line with Council's Licensing Policy. Undertake site visits and meetings as required.
4. To have direct customer contact by contacting licensees (and their representatives, including licensing solicitors and agents) if there are problems with their licence by telephone or requesting a face to face meeting to discuss problems with the licence application and negotiate solutions and if necessary to refuse the licence application and remit to applicant.
5. To undertake mediation between applicants and objectors to conciliate applications where possible outside of a committee.
6. To identify matters that need to be taken to licensing committee, present cases at licensing committee and provide advice to the committee where required on statutory process.
7. Assist with the maintenance of an accurate and up to date licensing register by ensuring records are amended in a timely manner.

## Licensing Enforcement

8. To carry out associated licensing enforcement responsibilities in line with Council's Enforcement Policy including responding to complaints, carrying out routine inspections, interviewing witnesses, licensees, and others. These duties may include formal interviews of individuals subject to potential criminal prosecution under caution; preparing committee reports, files for evidence and statements; giving evidence at the licensing committee and magistrates and other appropriate courts acting as witness or investigating officer.
9. To conduct interviews and investigations in order to support the licensing regimes and to undertake enforcement where breaches are identified.
10. To respond to service requests and enquiries and investigate complaints and incidents in accordance with service protocols.
11. To carry out inspections of licensed premises and address non-compliance through a stepped approach according to the Council's enforcement policy. This will involve visits to premises outside of usual office hours.
12. To issue suspension notices to premises as required.
13. To compile reports, statements, schedules, etc. for consideration of licence determinations, prosecutions, simple cautions, suspensions, and revocations in accordance with established procedures, in some cases leading to the presentation of evidence in court or licensing hearings.
14. Work in partnership with both internal and outside agencies and responsible authorities as appropriate to jointly address issues of non-compliance.

## Out of Hours Working

15. To work outside of usual office hours on a regular rota basis at weekends to witness breaches of licence and undertake inspections and site visits and any other service demands.
16. To work out of usual office hours to witness licence breaches or nuisances as required to complete investigations. This may be during week days outside of the regular out of hour's nuisance response service at weekends.

## General duties and Responsibilities

17. To assist in providing a comprehensive licensing service, including contributing to the formation, review and update of licence conditions and policies.
18. To be responsible for managing Licensing team finances; monitoring and tracking all incoming payments and fees information and recording accurately to ensure a clear audit trail of incoming and outgoing funds.
19. To write responses to Mayoral/Member/MP enquiries related to licence applications and complaints/enforcement.
20. To assist in the development and implementation of enforcement strategies and programmes for the team's licensing functions to optimise service delivery and encourage compliance with licensing standards.
21. To attend meetings internally and with external bodies, as required to do so in order to represent the council and licensing service, for example Events Safety Advisory Group, Pub Watch, Gambling Commission etc.
22. To provide support and advice to colleagues both externally and internally.

23. To advise the senior officers about possible future service needs to ensure that all resources are adequately planned for and managed.
24. Where implemented, to provide expert advice on to applicants and licensees as part of a Pre-Application Advice Service.
25. To continuously develop own skills and knowledge in accordance with the Council's development framework and professional requirements.
26. To acquire and maintain a good working knowledge of law enforcement issues in the widest sense. Also, to maintain specialist knowledge of local authority licensing legislation, procedures and practices, both sufficient to perform tasks related to the post and to provide expert advice to others.
27. To assist in drafting Team Action Plans and contribute to the drafting of departmental service plans including contributing to their delivery by efficiently completing those tasks assigned to the post holder and through performance management measures.
28. To ensure the maintenance of all electronic and paper record keeping systems in an accurate and orderly fashion to support the administration of the licensing function.
29. To establish working partnerships with personnel in other departments and partner agencies to pursue common objectives, deliver outcomes in accordance with local needs, and ensure services are integrated at the point of delivery.
30. To lead on and deliver project work as required by service

Internal Contacts: These include the wider Safer Communities Service, Planning, Public Health, Environmental Protection, Children and Young People Directorate, Drugs and Alcohol Action Team, Strategy and Performance,

External Contacts: This will include Metropolitan Police, Probation Trust, Home Office departments, NHS Healthcare Trust, Fire Service, Gambling Commission, Relevant 3rd Sector organisations, business community.

To carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues, and members of the public.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Undertake other duties, commensurate with the grade, as may reasonably be required.

**IMPORTANT NOTE:**

Whilst this role has a strand specialism, in order to build safer communities all strands within the Safer Communities Service, which includes Licensing, Anti-Social Behaviour, Trading Standards, Statutory Nuisance, VAWG, Violence Reduction, Community Engagement, Prevent, CCTV will be expected to support Service Delivery outside of their usual strand specialism. This could include 'Action Day's and Projects to address a specific concern that includes a number of the aforementioned strands. The requirement will be at the discretion of the senior management Safer Communities Service and will be based on Service/Council need.

Consideration will be given to making reasonable adjustments for a disabled post holder.

**THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.**

**Number of fully managed staff:** None

**Number of partially managed staff:** None

## PERSON SPECIFICATION

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| <b>Job Title:</b>  | Safer Communities Officer – Licensing | <b>Post No:</b>   |
| <b>Department:</b>   | Community Services                    | <b>Grade:</b> PO2 |
| <b>NOTICE FOR THE CANDIDATE</b>  |                                       |                   |
| <p>The person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. Those categories marked 'S' will be used especially for the purpose of shortlisting. Only those applicants who meet these requirements will be shortlisted. You should therefore address these fully in your Application Form.</p> <p>If you are disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.</p> |                                       |                   |
| <b>CATEGORY</b>  | <b>ESSENTIAL REQUIREMENTS 'S'</b>     |                   |
| <b>Equal Opportunities</b> <ul style="list-style-type: none"> <li>• Commitment to implement the Council's Equal Opportunities Policies</li> <li>• Awareness of Equal Opportunities issues</li> <li>• An understanding of working in and the different needs of a diverse and multi-cultural community</li> </ul>   | <b>S</b>                              |                   |
| <b>Knowledge</b> <ul style="list-style-type: none"> <li>• Excellent knowledge of Licensing Act 2003, Gambling Act 2005 and other licensing legislation related to the post.</li> <li>• A sound understanding of legal practice and procedures relating to the licensing activities of local authorities.</li> <li>• Knowledge of local and national priorities in relation to licensing and community safety.</li> <li>• Detailed knowledge of enforcement powers in relation to licensed premises and process for taking enforcement action.</li> <li>• Awareness of the principles and application of RIPA, PACE &amp; CPIA</li> </ul>   | <b>S</b>                              |                   |
| <b>Aptitude</b>  |                                       |                   |

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| <ul style="list-style-type: none"> <li>• Flexible approach to deliver on a range of issues and new emerging areas of work</li> <li>• Able to work effectively in a team and establish effective relationships with colleagues and key stakeholders</li> <li>• Ability to gain clear agreement and commitment from others by persuading, convincing and negotiating</li> <li>• Ability to negotiate effective working partnership with other internal departments and external agencies in the public, private and voluntary sector</li> <li>• Proven ability to work on own initiative, managing and prioritising workload, within a complex and wide ranging agenda</li> <li>• Ability to undertake complex investigations and follow through with enforcement where required</li> <li>• Makes prompt, clear decisions which may involve tough choices or considered risks</li> <li>• Takes initiative, acts with confidence, and works under own direction</li> </ul>  |  |
| <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Writes clearly, succinctly, and correctly in a logical and structured way. <b>S</b></li> <li>• Able to prepare reports to a high standard as required for a range of audiences and purposes, including public meetings, hearings, and court cases <b>S</b></li> <li>• Speaks clearly and fluently, expresses opinions, information, and key points of an argument clearly and undertakes public speaking with confidence</li> <li>• Excellent verbal communication and interpersonal skills including the ability to negotiate with a variety of audiences using a variety of skills. <b>S</b></li> <li>• Excellent interpersonal skills, with the ability to listen and understand the need of the client or customer and be able to deliver appropriate and innovative solutions.</li> <li>• Excellent monitoring and reporting skills.</li> <li>• Skills to interpret and process complex information and reach valid conclusions.</li> <li>• Excellent Information technology skills and able to use IT systems to undertake tasks e.g. processing applications, producing documents, recording data.</li> <li>• Proven skills in public engagement and services that interact with the public</li> <li>• Project management skills</li> </ul> |  |

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| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum of 2 years' experience within the Licensing Team of a local authority</li> <li>• Practical experience of enforcement of licensing law relating to licensing of Gambling premises, regulated entertainment, sale of alcohol and late night refreshment.</li> <li>• Practical experience of enforcement of licensing law in relation to other areas of licensing including animal licensing, scrap metal, and marriages.</li> <li>• Experience of processing licence applications from receipt to grant and working to statutory timescales and regulations.</li> <li>• Experience of drafting reports for committees and hearings, as well as statements for legal proceedings</li> <li>• Experience of attending committee and court to give evidence</li> <li>• Strong partnership working experience with statutory and non-statutory bodies</li> <li>• Ability to work with Microsoft products and a good understanding of the use of IT databases.</li> <li>• Experience of working in a busy demanding service, and capable of effectively organising and prioritising own workload to ensure the meeting of targets and statutory deadlines.</li> </ul> | <b>S</b> |
| <p><b>General Education</b></p> <ul style="list-style-type: none"> <li>• Good numeracy and literacy – minimum of GCSE A-C including Maths and English</li> <li>• Willingness to undertake further training</li> <li>• Possession of recognised qualification(s) related to local authority licensing functions e.g. Certificate of Higher Education in Licensing Law, Institute of Licensing Practitioners Qualification</li> </ul>   | <b>S</b> |
| <p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Willingness to act corporately and collaboratively</li> <li>• Enthusiastic, innovative, and imaginative in approach to work</li> <li>• An inclusive and supportive team player</li> <li>• Highly motivated and not easily discouraged</li> </ul>  |          |

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| <ul style="list-style-type: none"> <li>• Flexible, innovative, and creative approach</li> <li>• A strong commitment to probity, honesty, openness, treating people consistently, fairly and with respect</li> </ul> |  |
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| <p><b>Circumstances</b></p> <ul style="list-style-type: none"> <li>• This role will include regular out of hours working to undertake enforcement functions of the role and complete compliance inspections. Candidates must be available to work routinely outside office hours, including evenings, nights and weekend working on a rota basis.</li> <li>• Must be able to work in the community and work in a mobile fashion across the whole borough</li> <li>• Undertake unaccompanied site visits as appropriate.</li> <li>• Capable of working effectively both independently and within a team.</li> </ul> |  |
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| <p><b>Physical</b></p> <ul style="list-style-type: none"> <li>• Generally candidates must meet the standard Lewisham requirements for the post</li> <li>• Able to carry and transport equipment.</li> <li>• If you are disabled person but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.</li> </ul> |  |
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**DBS Disclosure Required?**    **No**        **Basic**        **Enhanced**   

(Tick as appropriate – guidance available from your HR Advisor)