

Job Title: Licensing Officer	
Job Evaluation Number	B545

JOB DESCRIPTION

Job Title: Licensing Officer	Location: Various
Job Family: Business Support	Role Profile Title: BB3 Police Staff
Reports To: Inspector – Local Policing	Band level: 3G
Staff Responsibilities (direct line management of): Nil	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: Working in partnership with others to carry out the statutory licensing function on behalf of the Chief Constable, seek to reduce alcohol harm and uphold the licensing objectives through: reduction and prevention of crime/harm; intelligence gathering and dissemination; enforcement of licensing and related legislation; and reassurance for communities.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Manage licensing applications – in accordance with Shared Service protocols assess, negotiate with applicants, consult with stakeholders, prepare representations and present at hearings where appropriate.
2. Pro-active Tier 1 Enforcement – work with internal and external partners to address low level licensing offences and issues, provide advice and support, and work together toward solutions to reduce crime and disorder.
3. Pro-active Tier 2 Enforcement – in partnership with NHPTs and partner agencies as appropriate, arrange and chair formal meetings with licensees and/or their representatives to address issues, challenge behaviours, and support action to work towards solutions to reduce crime and disorder.
4. Pro-active Tier 3 Enforcement – identify problem premises, gather and assess evidence, assemble and write the case papers and submit within appropriate time scales. Negotiate with the premises' representatives (barristers etc.) to identify possible solutions prior to hearing. Present evidence to the relevant judicial/quasi-judicial hearing/appeal.
5. Pro-active licensing visits / compliance checks - in conjunction with Neighbourhood Policing Teams (NHPT) & partners monitor and ensure compliance with operating schedules, licence conditions and other obligations. Follow up with appropriate further actions.
6. Partnership and LPA meetings/liaison – Represent TVP at partnership and LPA meetings, raising and influencing licensing issues, seeking agreement for action, and tasking others with necessary action.
7. Co-ordinate and support development and delivery of pro-active operations and significant/large scale events, including LPA Night Time Economy operations.
8. Assess, record and share intelligence in relation to licensing matters, making full use of Force systems as appropriate.
9. Support local licensing-related watch schemes through training of NHPTs and attendance where necessary.

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c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:
TVP has in excess of 8,000 licensed premises – each Licensing Officer has an average of 1,000 premises in their remit.
The Force has an obligation to provide comprehensive responses to applications within certain statutory deadlines, which can be challenging when dealing with an application and can involve extensive negotiations with the applicant.
The work of the Licensing Officers is inexorably linked to levels of violent crime and disorder - particularly in the night time economy - and therefore the role has a significant impact on organisational performance in a key priority area.
Licensing officers are expected to prepare for and present at licensing hearings (licence reviews in particular) which requires significant investigation, collation and assessment of relevant evidence. At reviews the licensing officer will have to prepare the case which is usually argued against by experienced licensing barristers who represent the licensee. The objective at such hearings is to influence a Sub-Committee of three counsellors and persuade them to apply the outcomes that we desire. Should the licensee appeal, the licensing officer must work to support a legal representative and potentially give evidence in Magistrate's court on the appeal case.
Actions can have a significant impact on the livelihoods of licensees and their staff, as well as on the wider community – it is vital that the numerous competing demands are balanced appropriately, not just to ensure that the licensing function is discharged effectively but also to reduce the reputational risk to the organisation.
To be effective, there is a requirement/expectation that the Licensing Officer conducts visits, inspections and operations some of which are during the evening/night and at weekends.
Seasonal pressures exist, particularly in the run-up to popular times of year for the licensed trade (Christmas, summer, bank holidays etc).

d. **CHARACTERISTICS OF THE ROLE**

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

The knowledge or skills required in the role are as follows (essential or desirable):	E/D
1. Excellent communication skills with proven ability to confidently address a variety of internal / external audiences in formal and informal settings and successfully negotiate with and influence people from a variety of different backgrounds.	E
2. An excellent understanding of licensing-related legislation along with the willingness to attend any appropriate training provided by TVP.	E
3. I.T. literate - proven Word; Excel; Outlook. Competent in use of TVP systems skills (training given). Proven ability to analyse & assimilate information and reproduce it in formats specific to the needs of external / internal stakeholders.	E
4. Must have capability to travel around force area, undertaking responsibilities in a timely manner. Due to the requirement to work flexibly, unsocial hours & personal safety for lone working, public transport may not be available or suitable at these times. A full driving license is therefore considered essential*.	E

Additional comments: At interview, candidates will be asked to:
 * confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.