

**Job Description**

**Job Title:**  **Licensing Technical Support Officer**

**Salary Grade: Grade 4 (£21,598 - £23,836)**

**SCP: 12 – 17**

**Directorate: Neighbourhoods**

**Service: Public Protection and Regulatory Services**

**Community Resilience**

**Responsible To: Principal Licensing Officer**

**1. Purpose**

* 1. To protect neighbourhoods through the delivery of Licensing Functions to secure the prevention of harm to residents, children, public safety and nuisance.
  2. To provide technical support and advice across Public Protection and Regulatory Services and in particular Licensing.

**2. Key Responsibilities**

2.1 To assist in responding appropriately to general enquiries and service requests including from residents, members and MP enquiries.

2.2 Produce reports, letters, notices, schedules, plans and other appropriate documents, as may be required.

2.3 To provide technical support to colleagues as may be reasonably required.

2.4 To manage the payment of Licensing Fees, renewals and refer relevant cases of non-payment for further action to the Senior Licensing Officer.

2.5 To support and coordinate the Pavement Café Licensing Process.

2.6 To provide assistance in the processing of other licences as required.

2.7 To prepare and present data and intelligence and information and undertake quality assurance and compliance audits and inspections supporting the operational team to drive improvement

2.8 To maintain agreed performance targets and to meet the requirements of relevant performance management and inspection regimes.

2.9 To attend such meetings as a representative of the Authority as may be necessary, some of which may be outside normal office hours.

2.10 To comply with all relevant legislation to ensure effectiveness in the role.

2.11 To prepare reports for senior officers to assist decision-making and to retain efficient and accurate records in accordance with departmental policy and legislative requirements.

**3. Other Duties**

3.1 A commitment to continuous improvement.

3.2 To promote and champion a positive organisation-wide culture that reflects the Council’s values.

3.3 The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.

3.4 The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.

3.5 The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.

3.6 The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

3.7 To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council

3.8 The above duties and responsibilities are not exhaustive and may vary without changing the character of the job or level of responsibility.