

Job specification



Job title: Licensing Officer
Service: Regulatory Services
Grade: G5
Reporting to: Licensing Manager

Your job

You will be responsible for the processing and issuing of a variety of licences and registrations across a wide range of different licensing functions including Taxis and Private Hire; Alcohol, Entertainment and Late-Night Refreshment; Gambling; Scrap Metal; Street Trading; Charitable Collections; and many more.

You will provide a wide range of advice and guidance to ensure compliance and promote public safety in Wigan.

You will be responsible for ensuring that all licensing administrative processes comply with all statutory and local policy requirements. The role will require you to work closely with colleagues within Regulatory Services as well as a wide range of internal and external partners.

You will support the Licensing Manager in the ongoing development of policies and procedures that are innovative, reflect best practice, encourage self-reliance and utilise transformation through technology.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Assess and process applications in connection with licences or registrations in accordance with relevant legislation, guidance and Council Policies in relation to Licensing Act 2003, Gambling Act 2005, Taxi and Private Hire Operators, Drivers and Vehicles, Street Trading, Charitable Collections and other miscellaneous licences e.g. Scrap Metal, Animal Health
- Provide legal advice and guidance to applicants, residents, members, colleagues, responsible authorities and other interested parties on licensing legislation and processes
- Ensure that all relevant information, records and registers are updated and accurate as directed.
- Ensure work is carried out to satisfactory standards of performance in accordance with the agreed policies and procedures and the Regulatory Services Plan
- Keep abreast of legislative changes within the remit of the Team.
- Prepare and present reports to the relevant Committees and sub-committees on licensing matters, under the direction of the Licensing Manager.
- Provide excellent customer care to residents, businesses, members and partners.

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Significant administration experience within a licensing, legal or similar environment.
- A demonstrable knowledge of all licensing functions and processes.
- Experience in producing written reports and collating information and presenting to an audience.
- Experience in using a variety of IT systems and software, including Word, Excel, Outlook and APP Civica (or similar).
- Experience of effectively working to associated service/team plans and contributing to service improvements, including working with senior managers and partner organisations.
- Excellent interpersonal skills and the ability to work effectively with colleagues, businesses, residents and partners.
- Ability to identify problems or areas for improvement and devise appropriate and effective solutions.
- The ability to demonstrate excellent communication skills, verbal and written.
- Experience of working in a customer focussed organisation and a commitment to excellent customer care.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough