



Division:	Regulatory and Community Safety
Job Title:	Licensing Manager
Grade:	PO2
Post Number:	L140
Base/Location:	Charnwood Borough Council
Responsible To:	Head of Regulatory and Community Safety
Responsible For:	Management of the Licensing Team and Regulatory Services Support Officers.
Key Relationships/ Liaison with:	Environmental Health, Street Management, Community Safety, Contact Centre, Customer Services, Legal Services, Democratic Services, Planning, Members, Police, Fire, Trading Standards, Licence Holders.

Job Purpose	
	<ul style="list-style-type: none"> • To manage and administer the Licensing responsibilities held by the Council, including the statutory control of Liquor, Gambling, Hackney and Private Hire Licences plus miscellaneous and other associated regulatory duties. • To line manage the Licensing and Regulatory Services Support Officers. • To cover, as required, management responsibility for other areas of Regulatory and Community Safety. • Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities	
1.	<p>Process applications for Personal and Premises Licences (and variations) submitted under the Licensing Act 2003, as amended, recommending issue of those delegated to officers and preparing reports to the Licensing Panel where necessary. Give high level advice to members and officers on licensing legislation. Develop and implement policy in relation to alcohol and regulated entertainment licensing, and give general advice to the public, licence holders and applicants for alcohol and regulated entertainment licences.</p> <p>Carry out relevant inspection and enforcement duties to ensure that Licence conditions are being maintained in all premises and events subject to licensing by the Council under the Licensing Act 2003. This will include the management of the case work of the Licensing Enforcement Officers, incorporating proactive inspections, investigations arising from complaints</p>

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	received and some unsociable hours (and weekend working).
	Work directly with Environmental Health on the inspection and enforcement of noise and associated issues concerning licensed premises and events.
2.	Process applications for Hackney and Private Hire vehicle, Operator and Driver Licences, including DBS checks, and recommend issue where appropriate, preparing reports where necessary when adverse responses are received and presenting those reports to subsequent hearings. Attend Magistrates Court where appeals are made. Make recommendations as to the suitability of applicants. Develop and implement policy in relation to Hackney/Private hire legislation. Give general advice to the public, licence holders and applicants for drivers and vehicle licences. Manage the Council's Penalty Points scheme for drivers and operators.
	Be prepared to undertake the full range of enforcement responsibilities to ensure that Hackney and Private Hire operators and drivers meet their statutory responsibilities and comply with the council's additional requirements. This will include the management of the case work of the Licensing Enforcement Officers and will include some unsociable hours of work (and some weekend working).
3.	Prepare and present reports to the Licensing Committee in respect of personal and premises licence applications where representations have been received and appear at the Magistrates Court as a witness in the event of Licensing Appeals, and prepare and deliver refresher training to members as necessary.
4.	Liaise with other agencies on licensing issues, notably, the Police and Fire authorities, other Local Authorities, the Criminal Records Bureau and the Securities Industry Association, but not exclusively, and liaise with other departments within the council.
5.	Represent the Council at meetings of outside bodies, including those representing local Hackney and Private Hire drivers/operators and the local Liquor and Gambling licensees, and others, for example, the Night Time Economy Group, Pubwatch, Leicestershire Licensing Forum, parish councils, public hearings, consultations, public inquiries etc.
6.	Provide day to day line management support to the Regulatory Services Support Officers who provide technical support to various teams within the service. Technical knowledge of the other team's work is not required as this is provided by the relevant manager.
7.	Manage the delivery of an effective and appropriate service, to service users, fairly and without discrimination, and deal with difficult applicants, visitors and callers in a calm and effective manner.
8.	Process applications for Premises Licences (and variations) submitted under the Gambling Act 2005, recommending issue of those delegated to officers and preparing reports to the Licensing Committee where necessary. Give high level advice to members and officers on gambling legislation. Develop and implement policy in relation to gambling licensing and registration, and give general advice to the public, licence holders and applicants for liquor licences.
	Occasionally carry out inspection and enforcement duties to ensure that Licence conditions are being maintained in all premises and events subject to licensing and registration by the Council under the Gambling Act 2005.

	This will include proactive inspections, investigations arising from complaints received, and some unsociable hours (and weekend working).
9.	Prepare and present reports to the Licensing Panel and Licensing Committee in respect of Gambling premises licence applications where representations have been received and appear at the Magistrates Court as a witness in the event of Licensing Appeals, and prepare and deliver refresher training to members as necessary.
10.	Research and analyse new legislation, statistical and other data, and utilise the same to ensure a comprehensive licensing service is provided.
11.	Manage the Councils' statutory responsibilities for the Motor Salvage Operators licensing and Scrap Metal Dealers regime, including processing applications, monitoring of sites and enforcement activity, including liaison with relevant external agencies.
12.	Effectively manage allocated/delegated budgets and other resources, following Council systems, regulations and procedures.
13.	Be responsible for line management responsibility for all staff within the Licensing and Regulatory Services Support teams, including performance management; identifying and reviewing with staff their training and development needs and for bidding for the resources needed to provide those staff with the skills required to achieve corporate objectives.
14.	Manage the development and use of database systems used by the licensing service including the dedicated licensing software packages, to improve on the sections' efficiency and performance, and to ensure the service complies with relevant national Licensing Guidance and the European Services Directive.
15.	Explore and develop joint working initiatives across Leicestershire and neighbouring authorities to ensure the service remains effective and efficient.
16.	Liaise with Customer Services and Contact Centre Managers, Supervisors and staff as necessary to ensure that the Licensing Customers are dealt with in an efficient and effective manner, providing excellent customer service.
17.	Deal with and respond to any customer complaints made against the Licensing Service in line with the Corporate Complaints procedures.
18.	To be responsible for the Licensing Section of the Council's Web Site and information provided in other systems as required.
19.	To be responsible for ensuring that the requirements of the Data Protection Act 1998 and Freedom of Information Act 2000 are met in line with information held by the Licensing Section.
20.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities

may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Head of Regulatory and Community Safety
Date: 7th December 2023



Division:	Housing, Planning, Regeneration and Regulatory Services
Job Title:	Licensing Manager
Grade:	P02
Post Number:	L140

	Essential	Desirable	How assessed
Qualifications			
HNC/A Levels/NVQ3 standard or equivalent	✓		App/Doc
Or			
Demonstrable experience identified within the section below.	✓		App/Int
BTEC or higher in any of the licensing areas (liquor, Hackney/Private hire); or NEBOSH certificate or higher, or recognised Environmental Health qualification and recognised management qualification.		✓	App/Doc
Experience			
Extensive experience of licensing administration/enforcement or other regulatory role.	✓		App/Int/ Pre
Local Government or similar background, preferably in a regulatory area. Police and/or military background or other similar enforcement role.		✓	App/Int
Experience in a management or supervisory role.		✓	App/Int
Skills/Knowledge			
Knowledge of the Licensing Act 2003, Hackney and Private Hire legislation.	✓		App/Int/ Pre
The ability to work to deadlines and prioritise own work and that of the team.	✓		App/Int
Ability to be politically aware when communicating with Councillors in the	✓		App/Int

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delivery of the Council's objectives.			
The ability to prepare reports and to attend Court and give evidence. To also prepare reports and present reports to Licensing Committee.	✓		App/Int
The ability to understand enforcement techniques and to take the appropriate enforcement action in complex cases when required.	✓		App/Int
IT competent, including experience in the use of Microsoft Office Suite Word, Excel and Outlook.	✓		App/Int
Training skills, some knowledge of other Local Authority licensing functions.		✓	App/Int
Interpersonal Skills			
Good communication skills both face to face and by telephone at all levels. Problem solver. Be able to make decisions and work on own initiative. Able to demonstrate a broad range of management competencies, including leadership, motivation and team working. Good communication skills at all levels.	✓		Int/Pre
Ability to motivate, manage and direct staff to meet performance standards and implement changes in service delivery.	✓		Int
Negotiation skills; ability to present reports/evidence in a clear and precise manner. Must be able to demonstrate a cool head, with logical thinking under pressure.		✓	Int
Other requirements			
Team player, adaptable, able to work on own initiative under pressure and to motivate members of team. Must be able to work to strict deadlines and maintain confidentiality. Confident approach and ability to make clear decisions.	✓		App/Int
Able to attend evening meetings and work flexibly in terms of working hours.	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int

Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
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Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)
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Prepared by: Head of Regulatory and Community Safety Date: December 2023
