

Job Description

Job Title	Licensing Assistant
Grade	Band D
Reporting To	Licensing Team Leader
JD Ref	REG0076G

Purpose

To provide processing and administration support to deliver an effective and efficient Licensing Service.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- To provide processing and administration support to deliver an effective and efficient Licensing Service.

Service Specific Duties & Responsibilities:

- To process licence applications, permits and consents in relation to the sale of alcohol and provision of regulated entertainment, gambling premises, street collections, small society lotteries, street trading, pavement cafes, scrap metal dealers, private hire drivers, vehicles and operators and hackney carriage vehicles and drivers.
- To scrutinise documentation provided in support of licence applications.
- To input data accurately into the licensing database.
- To produce and issue licences accurately and in accordance with relevant conditions.
- To advise applicants, businesses, members of the public, and agents representing applicants regarding licence application procedures and provide updates on applications.
- Ensure that records of applications and licences are maintained efficiently through the input of accurate data into the licensing database.
- To serve applications on other parties electronically, in accordance with statutory timescales.
- To produce schedules of licence applications.
- To deal with enquiries face-to-face, by telephone, and email.
- To ensure financial procedures are followed and payments taken where necessary to issue licences in accordance with council policy and procedures.

- To liaise effectively with other members of the licensing team to ensure any issues are dealt with promptly and effectively.
- To undertake such training as may be required and at all times be conversant with current legislation and guidance.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

- Educated to A Level or equivalent
- *Desirable - Appropriate licensing qualification*

Knowledge & Skills

- Effective communicator at all levels
- Ability to deliver outcomes under pressure and within deadlines
- Ability to check and scrutinise documents for compliance with statutory requirements
- Ability to accurately input data
- Good IT skills and competent in the use of Microsoft Office
- Ability to organise and prioritise own workload and work with minimal supervision
- An ability to understand legislation and apply the requirements of that legislation in order to competently advise applicants and licence holders and the general public
- An understanding of customer care standards
- Ability to be tactful, assertive, and effectively deal with confrontational situations
- *Desirable – Knowledge of licensing legislation and guidance*

Experience

- Experience of working to deadlines
- Experience of working in a customer facing role
- *Desirable -- Experience of working in a regulatory service within Local Government*
- *Desirable – Experience of working with databases*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.



ACCOUNTABLE



AMBITIOUS



**RESIDENT
FOCUSED**



PROFESSIONAL

Health & Safety Considerations:

- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Andrew Bushell – Licencing Manager

Date Of Approval: November 2025



ACCOUNTABLE



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PROFESSIONAL