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| **Licensing Officer**  **SALARY GRADE: HBC 6** | Halton Borough Council  resourcing@halton.gov.uk |
| Working at Halton | |
| All our colleagues at Halton have made a positive commitment to delivering great outcomes for our communities. Whoever joins us will share that passion for outstanding service, and strongly align with the values which define our workplace culture:   * Working Together – building fantastic relationships with colleagues and customers * Continuous Improvement – Keeping great service delivery at the heart of everything we do * Personal Growth – Learning, growing and developing ourselves * Accountability – doing what we say we are going to do * Inspiring leadership – positive roles models and leading by example   *To read more about our values, click* [*HERE*](https://haltoncouncilcareers.co.uk/values/)  **We are immensely proud that when asked what’s great about working for Halton, the most popular response from our workforce has been ‘*our colleagues’*.**  Aside from working with a great team, our employees have access to a fantastic range of benefits, including:   * A generous annual holiday allowance starting at 34 days per year (including bank holidays), increasing with long service * Membership of our defined benefit, salary-linked pension scheme with generous Employer Contributions * 3 x Salary Life Cover via Local Government Pension Scheme * Investment in your personal development * Free Car Parking at HBC sites * Flexible / hybrid working arrangements available * Access to a wide range of discount schemes   *For further information about all the benefits we offer, please click* [*HERE*](https://haltoncouncilcareers.co.uk/benefits/)*.* | |
| About the Job | |
| To process all licences/permits/consents issued by the Councils Legal Services Division  More specific responsibilities include:   * To process all licences/permits/consents issued by the Councils Legal Services Division to a highly accurate level and timely manner. * To advise and assist the public, elected members and current and prospective licence holders on matters relating to such licences by correspondence, (e mail/letter), telephone and the licensing public counter on a daily basis. * To develop and maintain a detailed knowledge and understanding of legislation and procedures affecting all licences/permits/consents issued by the Council. * To assist in the development and improvement of the Councils Licensing procedures. * To provide accurate and timely statistical information to the Licensing Manager. * To provide accurate financial management of high value payments required for the grant/ renewal/ transfer and annual payments for all of the licences/permits/consents issued by the Licensing Section. * Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job**.** | |
| About You | |
| 5 GCSE Grade 3 or above (at least one must be in English) or equivalent qualification.  In addition you will have:   * Ability to work to very tight deadlines and prioritise workload. * Ability to provide accurate and timely information and guidance to the public by telephone, correspondence and in person at a public counter. * Have a confident and courteous telephone manner. * Ability to understand and interpret current legislation, amendments and new legislation. * Ability to organise own workload and make frequent decisions using knowledge and initiative. * Ability to be accountable for large amounts of income for licence fees where care, accuracy and security are important. * Ability to process a considerable number of licences/ permits/consents accurately and confidentially. * Ability to deal with difficult people and situations in person and by telephone. * Ability to multi task by dealing with deadlines, interruptions and a public counter open daily. * Ability to deal with unexpected problems and make decisions. * IT Skills.   The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment. | |
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