

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

Job title:	Licensing Officer	Location:	Cirencester
Job group:	Case/Field Worker - Level 2	Peer group no:	PG-114.
Reports to:	Licensing Service Lead	Working hours:	37
Business World Post number:	TBC	Line management responsibility: Direct Reports:	N/A
FTE Salary pro rata:	£33,901 - £35,836.	Contract type:	Permanent

Main purpose of this specific role:	To be an Officer within the licensing service to contribute towards providing a highly effective service. Always behave with integrity, objectivity, professionally and to deliver the highest quality customer service. To be part of an effective team environment; supporting and collaborating with our partners.
	Generic Job Profile:
Main Purpose:	<p>The purpose of this role is to:</p> <ul style="list-style-type: none"> • Take ownership of customer cases, including consultation with relevant subject matter experts • Dealing with complex and / or specific service requests which may require co-ordinating / combining responses and expertise from a number of subject matter experts • Undertake site visits if/when required • Take ownership of complex or protracted cases and progress to resolution

Key Responsibilities:	<ol style="list-style-type: none"> 1. To be an officer within the Licensing service function working under the general direction of a Service Leader and exercise all powers and duties imposed by statute or delegated 2. Plan, organise and monitor workloads to ensure agreed levels of service and performance targets are achieved 3. To deliver and take responsibility for tasks with medium risk and complexity within the service area 4. Be proactive in solving problems, managing risk and issues effectively 5. To undertake investigations and enforcement action, including the service of notices and giving evidence in court, where necessary 6. Ensure that outputs, including data recording, reports, written correspondence and verbal advice accord with the service's quality standards and procedures. 7. Identify and plan for your own professional development 8. Undertake any other duties as reasonably required to do so
General Accountabilities:	<ul style="list-style-type: none"> • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • A minimum qualification equivalent to NVQ level 3 or A level, and/or three years relevant experience • GCSE Maths and English or equivalent to grade C/4 or higher • Ability to build customer relationships • Knowledge and experience in assessing complex situations and carrying out inspections if and when required • Ability to remain calm and confident when dealing with challenging customers and environments • Ability to resolve complex issues by negotiation • Mentor and train colleagues • Maintain accurate and up to date records • Deliver commitments and take ownership of own caseload, reshaping of plans to deliver required outcomes • Demonstrate commitment and resilience to succeed • Excellent written and verbal communication skills • Ability to manage time effectively • Competent in using a range of technology and software packages, including Microsoft and Google
Desirable Requirements Qualifications, Skills and Abilities:	<ul style="list-style-type: none"> • Relevant recognised qualification • Experience working with internal/external customers, partners/clients and elected members • Knowledge, understanding or experience of project management

	<ul style="list-style-type: none"> • Membership of relevant professional body • Previous experience using the data management programme Uniform
Special Conditions:	<ul style="list-style-type: none"> • There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel and have access to own vehicle • BPSS
Date reviewed:	01/07/2025
Reviewed by:	Mandy Fathers
Manager job title:	Business Manager
Date of issue:	July 2025

