

Lead Officer – Alcohol Licensing

Reference No:	A4338		
Service:	Legal Services		
Job Family:	Legal/Democratic Services	Grade:	FC8

Purpose

To provide day to day operational management and supervision of a team of employees within the Alcohol Licensing Team in the delivery of a consistent, high quality and effective customer focused service for the functions relating to Alcohol, Gambling and other associated business of the Licensing Board.

The postholder is responsible for the interpretation and application of complex licensing legislation, the exercise of delegated powers, the management and development of the Alcohol Licensing Team and the delivery of a high quality, legally compliant and customer focused licensing service.

To provide advice and assistance to the Council and outside bodies on the range of alcohol licensing law and statutory Local Authority functions as well as in the servicing of the Council, the Licensing Board, its committees, sub- committees, partnership bodies and working groups together with associated administrative duties, so far as they fall within the remit of the Council's Alcohol Licensing remit.

The role contributes to the development, implementation and review of policy, governance arrangements and service improvements, ensuring that statutory responsibilities are discharged effectively and that legal, financial and reputational risks are appropriately managed.

To contribute to the preparation, implementation and review of policy as a key member of the Legal Services Management Team.

To contribute to high quality, customer focused service delivery for both the customer and the Council.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Lead and manage the Alcohol Licensing function, ensuring the effective and consistent interpretation and application of licensing and gambling legislation, statutory guidance, case law and Licensing Board policy. Exercise delegated authority and professional judgement in determining complex licensing matters, managing legal and operational risk, and ensuring the delivery of a legally compliant, customer-focused and high-performing service. Lead, develop and support the Alcohol Licensing Team to achieve service objectives through effective workforce planning, performance management, resource allocation and continuous professional development. Provide specialist professional advice and guidance to the Licensing Board, elected members, senior managers and partner organisations on alcohol and gambling licensing legislation, governance arrangements, procedural matters and regulatory requirements, ensuring that decisions are robust, legally compliant and capable of withstanding scrutiny or challenge.	Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent Paralegal Qualification in Licensing Law or equivalent qualification in a relevant subject Requires detailed knowledge of the Licensing (Scotland) Act 2005, Gambling Act 2005, associated regulations, statutory guidance, local authority governance, committee procedures and decision-making frameworks Ability to think strategically with experience of translating strategy into deliverable plans Supervisory or management skills Leadership and Team building skills Experience of working quickly and accurately under pressure Ability to manage conflicting demands	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓
Lead and contribute to the development, implementation and review of Licensing Board policies, governance arrangements and operational procedures. Evaluate the impact of legislative change, case law, national guidance and emerging best practice, providing specialist advice and recommendations to support effective decision-making, policy development and continuous service improvement.	Ability to exercise a high degree of autonomy and sound professional judgement when interpreting complex legislation, policy and guidance Strong analytical, problem-solving and decision-making skills, with the ability to develop effective solutions to complex and emerging challenges	✓ ✓	

Role Profile

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	Written and verbal communication skills including the ability to translate complex language into plain language for each individual customer	✓	
Plan, co-ordinate and oversee the administration of Licensing Board and associated committee meetings, ensuring statutory requirements, procedural rules and governance standards are met. Manage complex hearing processes, co-ordinate internal and external stakeholders, and ensure the timely preparation, publication and maintenance of legally compliant reports, agendas, decisions and records.	Experience of committee administration or equivalent processes Knowledge and awareness of relevant legislation and statutory requirements to support decision making and to provide advice. Organisational Skills Experience of meeting deadlines	✓ ✓ ✓ ✓	
Develop and maintain effective working relationships with Licensing Board Members, licence holders, statutory consultees, partner agencies, elected members, community representatives and other stakeholders. Act as a key point of contact for complex and sensitive licensing matters, providing specialist advice, resolving issues and promoting collaborative approaches to service delivery and regulatory compliance.	Negotiation skills Problem solving skills Experience of customer engagement and customer care Experience of teamwork and partnership working	✓ ✓ ✓ ✓	
Lead and deliver service improvement initiatives, reviewing and redesigning business processes, operating procedures and working practices to improve efficiency, customer experience, compliance, resilience and value for money across the Alcohol Licensing Service.	Initiative taking skills Experience of implementing changes in processes and procedures Experience of leading a team through change	✓ ✓	✓
Support the Clerk and Depute Clerk to the Licensing Board in developing, implementing and reviewing licensing and gambling policies, ensuring compliance with statutory requirements, legal obligations, governance standards and strategic priorities.	Analytical skills and identify solutions Accuracy and attention to detail in the preparation of written work	✓ ✓	

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Provide professional leadership, supervision and support to the Alcohol Licensing Team, fostering a culture of accountability, continuous improvement and high performance through coaching, mentoring, attendance management, performance development and employee wellbeing initiatives.	Experience of managing conflict and challenge from team members Mentoring skills and develop other members of staff	✓ ✓	
Investigate and respond to complex licensing enquiries, complaints and regulatory matters raised by members of the public, elected members, licence holders and partner organisations. Manage responses to Freedom of Information, Environmental Information Regulations, Data Protection and media requests relating to alcohol and gambling licensing functions.	Interpersonal Skills Experience of handling complaints Experience of handling information requests	✓	✓ ✓
Lead the administration, development and continuous improvement of licensing case management systems and digital processes, working collaboratively with ICT and corporate services to maximise efficiency, improve customer access and support the effective delivery of licensing functions.	IT Skills Experience of using case management software	✓	✓
Contribute to the planning, monitoring and management of the Alcohol Licensing budget, ensuring effective financial control, accurate income management, achievement of savings targets and delivery of value for money across the service.	Relevant financial management skills		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Type of Protecting Vulnerable Groups (PVG) Scheme, Disclosure Check or Non-Police Personnel Vetting (NPPV) required:

Before appointment is confirmed: You may be required to obtain PVG scheme membership, a Disclosure check, or NPPV at a minimum of Level 2. Please refer to the job advert for the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.