



# Role Profile

## LICENSING STANDARDS OFFICER

Reference No.	WW1044	Type	Individual
Service	Economy, Planning and Employability		
Job Family	Para Professional 5	Grade	FC7

### Purpose

To exercise Licensing Standards Officer duties on behalf of Fife Council as required by the Licensing (Scotland) Act 2005 as amended. Provide enforcement, mediation and guidance to any person with an interest in any licensed premises in Fife.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
Assisting with and checking licence and variation applications and responding to occasional licence and extended hours applications.	<p>Educated to SCQF level 7, which includes HNC or Advanced Highers or equivalent</p> <p>Holder of the Scottish Certificate for Licensing Standards</p> <p>Knowledge of licensing requirements and deadlines</p> <p>Experience of reading plans</p> <p>Attention to detail</p> <p>Experience of meeting deadlines (Take ownership)</p>	<p>✓</p> <p></p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p>✓</p> <p></p> <p></p> <p></p> <p></p>

E = Essential Criteria    D = Desirable Criteria

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Carrying out compliance visits and enforcement work.	Experience of enforcement work  Knowledge of powers and duties  Able travel around Fife at short notice	✓  ✓  ✓	
Responding to enquiries and requests for service.	Communication skills (Focus on customers)  Organisational skills  Decision making skills (Deliver results)  Customer care skills  Active listening skills  Time management skills	✓  ✓  ✓  ✓  ✓  ✓	
Carrying out complaints investigations and resolving problems.	Investigation skills  Problem solving skills  Mediation skills  Experience of conflict management  Awareness of body language	✓  ✓  ✓  ✓  ✓	

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Data entry and recording of actions and decisions.	IT skills (Embrace technology and information – See ‘How We Work Matters’ Framework)  Data entry skills  Experience of e-mail  Accuracy	✓   ✓  ✓	
Report writing and presentation.			
Attending and speaking at Licensing Boards and Licensing Forum meetings.	Experience of public speaking	✓	
Providing mediation between parties and setting goals to resolve problems.	Empathy  Interpersonal skills	✓  ✓	
Cooperating with other council departments and external agencies.	Experience of team work and partnership working (Work together)	✓	
Compliance with data protection and equality legislation.	Fife Council Tier 1 & 2 data protection training		✓
Carrying out risk assessments for personal safety.	Understanding of hazards and risks	✓	
Planning and organising work effectively and efficiently.	Planning and organisation skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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**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 Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

## Additional Information – the following information is available:

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

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results