



# Role Profile

## LEAD OFFICER LIQUOR LICENSING

Reference No.	A4338	Type	Individual
Service	Legal services		
Job Family	Professional 1	Grade	FC7

### Purpose

To provide day to day management and supervision of the Liquor Licensing Team covering functions relating to Alcohol, Gambling and other associated business of the Licensing Board.

To provide guidance and assistance to Council Services, elected members and various outside parties on the Liquor Licensing Law and statutory functions as well as providing advice on the associated administrative tasks involved.

To assist the Clerk to the Board and other members of the Legal Services Management Team to monitor and control service delivery, service improvement and sustainability of the Liquor Licensing Team.

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:

Leading the effective delivery and management of the team to ensure that all processes relating to Liquor Licensing and Gambling are maximised and carried out in accordance with statutory requirements.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

E

D

Educated to SCQF level 8, which includes HND or SVQ level 4 or equivalent

✓

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Significant decision making within the limits of regulations and the use of delegated powers.	Paralegal Qualification in Licensing Law or equivalent qualification in a relevant subject  Experience and/or knowledge of the Licensing Scotland Act and Gambling Act and their practice  Experience of working quickly and accurately under pressure (Taking Ownership)	  ✓  ✓	✓
Supervising the work of Licensing Administrators and office support to ensure that they are trained and supported to undertake their duties effectively. Managing leave requests, sickness absences and performance management.	Leadership and Team building skills (Working together - see How we Work Matters Framework)  Supervisory or management experience	✓	✓
Providing guidance and assistance together with the Clerk/Depute Clerk to the Board to Council Services, elected members and various outside parties on the Liquor Licensing Law and statutory functions as well as providing advice on the associated administrative tasks involved.	Knowledge of local authority context, practice and procedures, including statutory framework and governance structures  Written and verbal communication skills including the ability to translate complex language into plain language for each individual customer (Focus on customers)  Experience of responding to unanticipated problems or situations and using initiative and to make decisions (Deliver Results)	✓  ✓  ✓	

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<p>Organising, planning, co-ordinating and attending Licensing Board meetings and any ad-hoc meetings, ensuring the presence of representatives from other services, external stakeholders, members of the public and any objectors. Ensuring any relevant documents are issued in accordance with the relevant timescales and are compliant with statutory requirements for Licensing Scotland Act/Gambling Act. Recording all relevant points and decisions.</p>	<p>Experience of committee administration or equivalent processes</p> <p>Knowledge and awareness of relevant legislation and statutory requirements to support decision making and to provide advice.</p> <p>Organisational Skills</p> <p>Experience of meeting deadlines</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Developing and promoting strong, effective working relationships with members of the Licensing Board, Licence holders, the local community and any relevant internal and external stakeholders ensuring a shared understanding and commitment to quality service delivery. Implementing effective means of communication with a full range of stakeholders, adopting problem solving skills to facilitate change.</p>	<p>Negotiation skills</p> <p>Problem solving skills</p> <p>Experience of customer engagement and customer care</p> <p>Experience of team work and partnership working</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Revising existing and developing new administrative processes/working methods as required to ensure best value and support the delivery of functions of the Liquor Licensing Team.</p>	<p>Initiative taking skills</p> <p>Experience of implementing changes in processes and procedures</p> <p>Experience of leading a team through change</p>	<p>✓</p> <p>✓</p>	<p>✓</p>
<p>Contributing and assisting the Clerk/Depute Clerk to the Board to develop and review policies in relation to Liquor Licensing and Gambling. Ensuring policy compliance with legal and regulatory requirement.</p>	<p>Analytical skills and identify solutions</p> <p>Accuracy and attention to detail in the preparation of written work</p>	<p>✓</p> <p>✓</p>	

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Providing professional leadership and support to the team and others through: <ul style="list-style-type: none"> <li>• Personal and team development</li> <li>• Mentoring</li> <li>• Coaching</li> <li>• Managing attendance</li> <li>• Performance and conduct.</li> </ul>	Experience of managing conflict and challenge from team members  Mentoring skills and develop other members of staff	✓          ✓	
Investigating and responding to relevant Licensing matters raised by members of the public, elected members and other services. Responding to and providing information and/or comment for any FOI requests, Data Information and Media requests for Liquor Licensing.	Interpersonal Skills  Experience of handling complaints  Experience of handling information requests	✓    	   ✓  ✓
Systems Administrator for Alcohol and Gambling administration software and assisting in the upgrading of systems for the most effective and efficient delivery of an online Liquor/Gambling function.  Streamlining the online form process for Liquor/Gambling.	IT Skills (Embrace technology and information)  Experience of using case management software	✓   	   ✓
Contributing to budgetary monitoring and planning of the Liquor Licensing budget and being involved in delivering agreed savings and efficiencies.	Relevant financial management 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

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.