



Role title:	Licensing Clerk
Grade & salary:	D £18,078 - £22,275– Pro-rata
Working hours/shift pattern:	14.5 hours per week
Additional allowances:	
Location:	North Division - Chesterfield
Post reports to:	Operational Support Sergeant
Suitable for job share or part time:	Yes

Other considerations (e.g. travel)

Date last reviewed: 30th January 2019

Purpose and Description of Job Role:

Working with a job share partner, to provide clerical support and office cover within the Licensing office. Provide links between BCU and the Licencing Industry (both locally and nationally), relevant authorities, stakeholders and community safety partnerships (CSP's).

Specific Roles and Responsibilities:

Tasks will include updating the Innkeeper computer system, dealing with licensing enquiries from partner organisations and licensees and ensuring licensing paperwork is completed accurately and to required timescales.

To carry out any other reasonable duties within the overall function commensurate with the grade and level of responsibility of the post.

Coordinate completion of:

- Licensing administration particularly in relation to alcohol, scrap metal dealers, gambling venues.
- Proactive duties in relation to licensing offences within the BCU.
- Utilise the BCU's Threat and Risk Assessment to steer and direct Community Safety Activity and utilise appropriate budgets in support of initiatives.
- Represent Derbyshire Police in Licensing Committee Hearings at local authority level to present objections to licensing applications and raise reviews against premises and individuals that breach the Licensing Objectives.
- Work as part of a team to process TEN'S Applications.

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Skills & Experience Required:

Essential:

- Grade C or above in English Language or equivalent qualification, or 12 months previous experience of receiving and auctioning verbal and written communications.
- Previous clerical experience
- Experience of using computer systems involving input, updating and researching
- Experience of using manual information systems
- Experience of using the telephone in a variety of situations
- Ability to deal with complaints in a firm but fair manner, ensuring adherence to legislation, policy or procedure when necessary.

Desirable:

- Experience of dealing with customers in an enforcement environment
- Knowledge of the Licensing Act 2003

Personal Qualities:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

Acting with Integrity: Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

Working with Others: Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

Problem Solving & Innovation: Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

Planning and Organising: Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

Communicating & Influencing: Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

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Personal Development: Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

Delivering Results: Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

Customer Focus: Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

Operational & Technical Awareness: Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.

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