

## Licensing Officer

## Role Profile

**Service:** Place Directorate – Regulatory Services  
**Band:** Band 4  
**Reporting to:** Senior Licensing Officer  
**Responsible for:** No direct reports



**TRAFFORD**  
COUNCIL

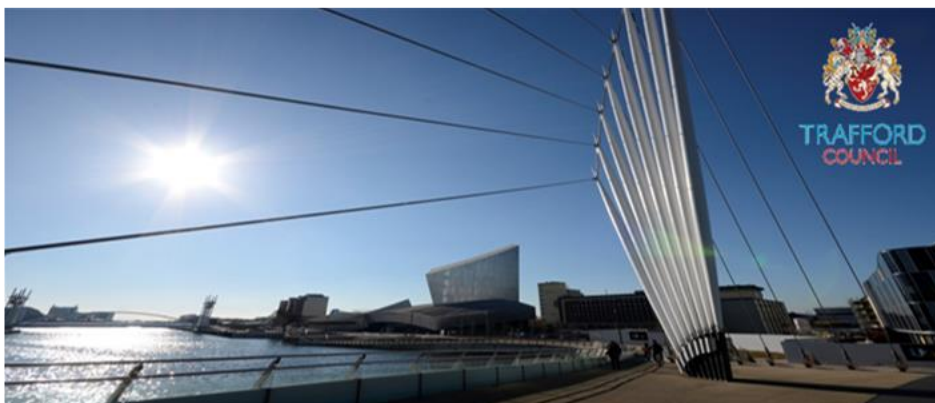
## About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

***Our vision: Trafford – where all our residents, businesses and communities thrive***

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



## Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

**At Trafford Council we are EPIC**

**We EMPOWER** – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

**We are PEOPLE CENTRED** – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

**We are INCLUSIVE** – We are committed to creating an environment that values and respects the diversity and richness differences bring.

**We COLLABORATE** – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

## About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

### Overview

This role is based within the Licensing Team where you will be dealing with the vast range of licensing functions which are the responsibility of the team. The team is part of the wider Regulatory Services unit, located at Trafford Town Hall. Reporting to the Senior Licensing Manager you will support and assist the Licensing Manager and Senior Licensing Officer in their roles.

### Your Main Priorities

- To process a range of applications for licenses, permits and registrations received by the council and to contribute to the provision of an effective licensing service.
- To be responsible, under the direction of the Senior Licensing Officer and the Team Leader (licensing), for the proper receipt, handling and subsequent processing of licence applications for which the Licensing Team are responsible.

### Key duties

- Ensuring that in relation to the processing of licences, permits and registrations the appropriate fees are collected, ensuring that each transaction is correctly receipted and banked using agreed procedures.
- Responding to requests for advice, complaints and enquiries in a way which is timely and reflects good customer service.
- Creating and maintaining reliable, accurate and timely records in relation to relevant activities using all appropriate recording systems.
- Collating and reporting on relevant data, when it is required to comply with requests made of the service.
- Assisting the Senior Licensing Officer in the production of committee and other reports and to attend the Licensing Committee as required.

- Liaising with colleagues and external partner agencies, providing appropriate advice and guidance in relation to licensing issues.
- Responding positively to the challenge of cross team working within Regulatory Services.
- Undertaking any additional duties commensurate with the grade.

## About You

### **Qualifications and Professional Development**

- 5 GCSE's grades A-C, including English and Mathematics (or equivalent Level 2 qualifications) or proven experience in a relevant regulatory services role
- Commitment to continuing personal and professional development

### **Experience and Knowledge**

- Previous experience of working in a local authority Licensing Service setting
- Experience of the processing and issuing of licences for taxi drivers, vehicles and operators or experience of the licensing, regulatory role in relation to licensed premises
- Experience of dealing with members of the public
- Proficiency of the handling and processing of payments and fees
- Understanding of legal controls, policies and guidance in the field of Licensing
- Knowledge of the role of licensing in the regulation of the taxi trade and/or licensed premises

### **Skills and abilities**

- Excellent verbal and written communication skills with the ability to communicate clearly and effectively with colleagues and customers
- Ability to construct letters and reports that are clear, concise and are appropriate to the needs of the recipient, making full use of the technology available
- Planning and organisational skills: prioritise and manage a busy workload over extended periods, producing accurate work within deadlines

- Ability to work on own initiative, sometimes without supervision but within broad guidelines supplied
- Solution-focussed and able to work well under pressure, including, on occasions, in situations with the potential to encounter a verbally aggressive response
- Developed interpersonal skills including negotiating and persuading
- Ability to work effectively in a team

**Special Conditions**

- N/A

Date prepared/revised	Aug 2019 / 16/05/2025 (Refreshed wording and moved to new template)
Prepared/revised by	GL/JMT/ I Chunara
Job Evaluation	Aug 2019

**Health and Safety**

To operate safely within the workplace with regard to the Council’s health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

**Equalities & Diversity**

To work within the Council’s Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council’s pursuit of excellence in service delivery.  
To recognise the value of its people as a resource.

**Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.