



Role Profile

Licensing Officer

Public Health and Communities

Role Profile: Licensing Officer	Role Profile Number: SBC_11850
Directorate: Public Health	Reporting to: Licensing Manager
Grade: CFL 6	Date Prepared: September 2026

Our Values

Our [Values](#) shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The [Swindon Commitment](#) shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To be responsible, with colleagues and supported by senior officers, for the day to day delivery of a wide range of licensing duties, assisted by a specialist Regulatory Support team serving a wider group of regulatory teams. To carry out the full range of duties held within the functional Licensing team; working across functional boundaries as may be required from time to time. To engage, enable, and enforce; using the full range of regulatory tools, to ensure the health & wellbeing of residents.

Key functions currently overseen by the team include:

- Hackney Vehicle and Private Hire Licensing
- Licensing Act premises and person licensing
- Animal Establishment and Activities licensing
- Sexual Entertainment licensing
- Street Trading licensing
- Gambling
- Scrap Metals
- Explosives
- Event Safety Advisory Group
- Stray Dogs

Key responsibilities and accountabilities:

- To assist the Licensing Manager in the administration and enforcement of all relevant licensing functions and to deputise for the Licensing Manager as appropriate
- To be responsible for validating, processing and making decisions on licensing applications, including the interpretation of licensing legislation and guidance, and where appropriate undertake consultation or mediation.
- To be responsible for all duties associated with the administration of the licensing service including the management and maintenance of the licensing database, the receipt and processing of official applications, data entry, amendment and retrieval, monitoring, identifying and reporting on licensing trends and collating official returns.
- To ensure that all licensing fees are collected and recorded in an efficient and effective manner.
- Certify, record, where appropriate authorise and act upon licence applications, sharing incoming data with partners on an informed basis and as appropriate.
- To be able to recognise, interpret and work to statutory guidelines as defined in licensing legislation.
- Inspect licensed premises and activities to check compliance with licensing conditions.
- To process and administer private hire and hackney carriage driver and vehicle applications, and to inspect private hire and hackney carriage vehicles as required and take appropriate enforcement action.

- Carry out enforcement activity to check compliance with relevant legislation; to examine procedures and check products and equipment as may be required.
- Investigate complex breaches of legislation (civil and criminal) including taking of statements; gathering evidence and interviewing under caution persons suspected of offences. Prepare reports for prosecution/ licensing review in accordance with evidential requirements; make recommendations as to further action and give evidence in court as required.
- To prepare and present reports to Licensing Committee, panels or hearings in respect of all licensing matters as required
- To manage electronic systems for recording licence applications and compliance of authorisations issued and to monitor licensing income on a monthly basis to report the Licensing Manager.
- To identify outstanding debts in relation to licensing and report outstanding matters to the Licensing Manager and respond accordingly.
- To represent the Licensing Service at internal and external meetings.
- To write and prepare reports, policy, procedures and briefing notes associated with Licensing and other operational issues as directed by the Licensing Manager
- To positively contribute to the corporate project teams when required.
- To retain a specialist knowledge in an area of licensing and to ensure the team is up-to-date in that area.
- To undertake any other such duties as may be reasonably required , including work outside normal office hours by prior arrangement as appropriate which could include evening meetings or out of hours enforcement activities.

Supplementary Accountabilities

- When requested to attend and support Pub Watch and Taxi Forum meetings and encourage good links with licensees
- You may be required to supervise and manage the Licensing Administration Officers or Animal Warden in their day-to-day work
- Where required, to undertake duties associated with investigating, collecting and handling stray dogs. This will include the post holder carrying out manual handling duties.
- To attend court when necessary for prosecutions and as an expert witness.
- To oversee and direct temporary staff employed from time to time.

Professional

- To be able to communicate with and respond to questions effectively to licence applicants, responsible authorities, members of the public and elected members.
- To work closely with and support Wiltshire Police Licensing Service, Anti Social Behaviour team and other partners as directed by the Licensing Manager
- To work with external agencies to share intelligence on criminal activity and engage in joint initiatives.
- To work with, and effectively communicate with other Council service areas.

Decision making:

- Advising Members of the Council and Senior officers on technical matters
- Advising colleagues and partners on technical matters
- Advising on the validity of responses to applications and requests for Licences and reviews.
- Determining license applications under delegated authority .
- To work to tight deadlines involving changing problems, circumstances or demand.

Creativity and innovation

- To interpret, assess and to report to the Licensing Manager on licensees, licensed premises and licence applications that fail to meet statutory deadlines or guidance.
- Provide an advisory service to customers and internal and external partners, utilising a detailed knowledge of Licensing law and procedures.
- Commitment to innovation, flexible working and team work
- Take appropriate enforcement action proportionate to any non-compliance; and advise licensees both verbally and in writing of legal requirements as may be necessary.
- To advise applicants and the public on licensing matters and where necessary manage the delivery of negative feedback to them on contentious issues.

Job Scope

Number and types of jobs managed:	N/A
Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	Essential or Desirable
- English Language and Mathematics to GCSE 'O' level or equivalent. - A Certificate of Higher Education or equivalent. - Professional Licensing Practitioners Qualification (ILM)	E D D
Knowledge and Experience:	
- Experience in all aspects of local authority licensing role, with a sound working knowledge of the legal and procedural aspects of local authority licensing and registration functions, relevant government policies and the influence of the business environment. - An understanding of IT including MS office and spreadsheet \ database packages - Experience of working with the public - Ability to carry out inspections, enforcement and investigations and gather evidence. - Completion of familiarisation courses in RIPA (Regulatory and Investigatory Powers Act) and PACE (Police and Criminal Evidence Act). - Experience of working with partners and external organisations - Experience of working with Stray Dogs and Animal Licensing, including Pet Sop Licensing, Animal Boarding and Riding Establishments - Experience of Taxi licensing - Experience of skin piercing and tattooing licensing - Experience of street trading - Experience of using IDOX Uniform - A full driving licence	E E E D E D E D D D E
Aptitudes, Skills and Competencies:	
- An ability to make site visits - Ability to work to tight deadlines which involve changing problems, circumstances or demand. - Ability to communicate effectively and establish good working relationships. - Ability to manage own time and workload - Proven ability to form effective working relationships with elected members, senior officers and representatives of other organisations - Commitment to innovation, flexible working and team work	E E E E E E

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Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.

