



Job Description & Person Specification

Job title	Licensing Manager
Service	Legal and Democratic Service
Location	Beech Hurst
Grade	10
Reports to	Director of Legal and Democratic Services
Date	January 2026

We expect all of our employees to embrace and demonstrate our values and behaviours that lay the foundation of how we work. Our six values are:

**KINDNESS
COLLABORATION
ACCOUNTABILITY**

**EQUITY, DIVERSITY AND INCLUSION
AUTHENTICITY
PRIDE IN OUR DEMOCRACY
AND PUBLIC SERVICE**

For full details, please visit our website:

[Our Vision and Values | Test Valley Borough Council](#)

Main job purpose

- To lead, develop and manage the Licensing and Local Land Charges Team.
- To ensure an efficient and effective licensing service is provided which complies with relevant legislation.
- To act as Council adviser and subject matter expert on all matters relating to Licensing functions
- To ensure that the Council fulfils its statutory duty as a Licensing Authority. Further, to ensure that licensing activity supports community safety, local economic growth, public protection and regulatory compliance.

Main responsibilities and duties

1. To provide strategic and operational leadership of Licensing and Local Land Charges Team, setting clear priorities and performance standards and to develop and motivate staff. To carry out the full range of duties relating to the Council's statutory obligations under various licensing regimes, including: The Taxi and Private Hire Regimes, Licensing Act 2023, the Gambling Act 2025, Scrap Metal Dealer's Act and Pavement licensing. *Note: some of the team are 'Licensing and Land Charges' officers – line management of the Land Charges element only is required, technical support for Land Charges will be provided by others.
2. To manage and review the processing and determination of applications for the Council's licensable activities. To include conducting consultations, evaluating responses, investigating and resolving objections and determining applications in

accordance with Council policy and delegated authority and to implement and maintain the necessary administrative procedures.

3. To manage the service budget responsibly, ensuring licence fees are set in accordance with cost-recovery principles.
4. To act as the Council's professional lead and subject matter expert on licencing matters, to provide high quality information and advice on licensing matters to Members and Officers of the Council, other public bodies and members of the public to enable them to undertake their functions, determine applications or complete applications.
5. To produce reports for the Council's Licencing Committee, Licencing Sub-Committee and Cabinet Scrap Metal Dealers Hearing Sub-Committee. To ensure that Committee Reports, statements of reasons, witness statements and appeal documentation are accurate, robust and defensible.
6. To attend where necessary the above Committees on behalf of the Director of Legal and Democratic Services and answer questions put by objectors and applicants at the meeting.
7. To oversee compliance and operate a scheme of enforcement in relation to Licensing issues, where necessary in collaboration with other services of the Borough Council and outside agencies. To ensure that enforcement powers are used appropriately, using fair, risk and evidence-based and interventions and to ensure that no person or company operates without being properly licensed and to ensure that officers are trained and supported.
8. To prepare evidence in support of cases which progress to Court and where necessary to attend Court and give evidence.
9. To oversee the development and delivery of policies, procedures and service improvements. To include leading the review, consultation and implementation of statutory licensing policies including keeping the Council's statements of Licensing Policy as required under the provisions of the Licensing Act 2003 and Gambling Act 2005.
10. To keep up to date with applicable legislative developments, caselaw, codes of practice and developments in licensing issues, advising on local implications

NB The particular duties and responsibilities attached to posts are of necessity and in many cases are somewhat difficult to define in detail and may vary from time to time without changing the general character of the duties or the level of responsibility entailed.

To ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and appropriate legislation. This includes legislation on equalities, health and safety and safeguarding children and vulnerable adults.

Supervision and management	
This role involves line management of the Licensing and Local Land Charges team comprising of five team members. The post holder will provide leadership, line management and coaching to licensing officers and ensure continuous professional development, training, competency and adherence to professional standards.	
Resources	
Control of the Licensing and Local Land Charges section/s of the Legal and Democratic Services Budgets.	
Contacts and relationships	
This role requires cultivation of effective relationships with internal Council Departments, local organisations and stakeholders, local police, members of the licenced trade, Elected Members, residents and community groups and other stakeholders.	
Working environment	
Primarily an office-based role but also as a matter of course requires attendance at meetings out of the office, attendance at licenced premises and at the roadside (in conjunction with local constabulary) to carry our compliance checks. Attendance at Licencing Committee/other Committees of the Council as required. Court attendance (with legal support) required in cases of prosecution/statutory appeals.	
Other Factors	
<ul style="list-style-type: none"> • Politically restricted post. • Evening and weekend working may occasionally be required. • Must be able to travel to Hampshire wide locations and occasionally to further locations some of which may not be easily accessible by public transport. 	
Criteria Everything included in this section needs to be able to be objectively measured in one of the following ways: application form, certificates, testing, interview or references.	Essential (E) Desirable (D)
Educational and professional qualifications	
<ul style="list-style-type: none"> • GCSE or equivalent mathematics and English • Degree level qualification, or equivalent level of experience in licensing function. • Professional membership of the Institute of Licensing. • Relevant professional training and continuing professional development 	E E D E
Knowledge	
<ul style="list-style-type: none"> • An in-depth knowledge of the legislation relevant to the licensing functions. 	E

Experience	
<ul style="list-style-type: none"> • Demonstrable and substantial licensing and enforcement experience in a local authority context. • Experience in the interpretation and application of licensing legislation. • Monitoring and maintaining a budget (including forecasting) • Experience of managing, supervising and leading a front-line team in service delivery. • Experience of strong stakeholder engagement, negotiation and conflict-resolution. 	<p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
Key skills	
<ul style="list-style-type: none"> • Effective report and policy-writing ability. • Ability to present reports to Committee and to give evidence in Court. • Ability to work under pressure and meet tight deadlines. • Ability to organise and manage a wide and varied workload. • Ability to lead a team in a busy and demanding environment. • Coaching and mentoring skills. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Personal qualities and behaviours	
<ul style="list-style-type: none"> • Excellent verbal and written skills. • Capacity to motivate and lead staff. • Commitment to customer service and satisfaction. • Accuracy and attention to detail. • Enthusiastic and self-motivated. • Politically aware. 	<p>All E</p>
Corporate Responsibilities	
<p>All employees are required to adhere to corporate policies, procedures and codes of conduct; full details can be found on the intranet or from your line manager. Particular aspects include:</p> <p>Health and Safety - Every employee while at work has a duty to take reasonable care for the health and safety of himself/herself and of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.</p> <p>All employees are required to adhere to the Council's corporate policy, procedures associated with their duties and to undertake tasks/training in that context, as required.</p> <p>Safeguarding - This Council is committed to safeguarding and promoting the welfare of children and young people and vulnerable adults and expects all employees and volunteers to share this commitment, and to adhere to the Council's Safeguarding Policy.</p> <p>Equalities – This Council is committed to providing equal opportunities for all. We believe that employing people from different backgrounds with a range of perspectives and experiences helps us to deliver high quality services to all our residents. We employ people based on their abilities and potential, regardless of any protected characteristics.</p>	

Social Media - Employees are required to adhere to social media corporate policies and to undertake tasks/training in that context as required. Employees must not bring the Council into disrepute through their use of social media either personally or on behalf of the Council.

Financial – Employees are required to adhere to the Council's financial regulations and to undertake tasks/training in that context, as required.

Risk Management - Employees are required to adhere to the Council's risk management strategy and to undertake tasks/training in that context, as required.

Data Protection and Data Security - We hold and process information about our customers and as such we are legally obliged to protect that information. Data protection is important for the Council, and employees are required to understand and adhere to relevant policies and procedures.