



Gangmasters & Labour Abuse Authority

Assistant Licensing Officer

Summary of the role

This is a busy role in a fast-paced environment. The core focus of the role is to support the licensing function of the GLAA by assessing the compliance of licence applicants and licence holders against the GLAA Licensing Standards and making evidence-based licence decisions. The postholder will therefore have a good eye for detail and have effective verbal and written communication skills. They will also have sound problem solving skills. It is also desirable for the postholder to have some experience of reviewing and interpreting regulations.

As a licence decision maker, the postholder may, on occasion, be required to attend tribunal hearings in court to give evidence on behalf of the GLAA.

The post holder will also attend to a variety of incoming enquiries from licence holders as well as other internal and external stakeholders. You will also be responsible for ensuring licence records are kept up to date and queries are accurately noted and stored according to internal operating procedures.

Behavioural Competencies

Seeing the Big Picture

Understand how your work and the work of your team supports wider objectives and meets the diverse needs of stakeholders. Keep up to date with the issues that affect your work area. Take a keen interest in expanding knowledge in areas related to your work. Focus on overall goals and not just specific tasks to meet priorities.

Changing and Improving

Regularly review own and team's work and take the initiative to suggest ideas to make improvements. Give feedback on changes in a constructive manner. Take a positive, open approach to the possibility of change and encourage others to do the same. Help others to understand changes and the reasons they are being put in place. Identify and act on the effects changes are having on your role and that of the team. Look for ways to use technology to achieve efficient and effective results. Consider accessibility needs of the diverse range of end users.

Making Effective Decisions

Take responsibility for making effective and fair decisions, in a timely manner. Analyse and research further information to support decisions. Talk to relevant people to get advice and information when unsure how to proceed. Explain how decisions have been reached in a clear and concise way, both verbally and in writing. Demonstrate the consideration of all options, costs, risks and wider implications, including the diverse needs of end users and any accessibility requirements.

Leadership

Show pride and passion for your work and positive, inclusive engagement with your

team. Understand your areas of responsibility and display awareness of the wider impact of your actions. Proactively role model and promote an inclusive workplace, promptly dealing with inappropriate language and behaviours when they arise, including any instances of discrimination or misconduct. Give praise and credit to colleagues and stakeholders where appropriate.

Communicating and Influencing

Communicate clearly and concisely both orally and in writing. Take time to consider the best communication channel to use for the audience, including making the best of digital resources and considering value for money. Interact with others in an enthusiastic way. Express ideas clearly and with respect for others. Listen to and value different ideas, views and ways of working. Respond constructively and objectively to comments and questions. Handle challenging conversations with confidence and sensitivity.

Working Together

Develop a range of contacts outside own team and identify opportunities to share knowledge, information and learning. Show genuine interest when listening to others. Contribute to an inclusive working environment where all opinions and challenges are listened to and all individual needs are taken into account. Ensure it is clear that bullying, harassment and discrimination are unacceptable. Offer support and help to colleagues when in need, including consideration of your own and their wellbeing. Change ways of working to aid cooperation within and between teams in order to achieve results.

Developing Self and Others

Identify gaps in own and team's skills and knowledge. Set and consistently meet development objectives. Seek learning opportunities. Support the development plans of all colleagues, recognising how diversity of experience/background can help to build an inclusive team culture. Consider the contributions of all team members and delegate work to aid the learning and development of all. Encourage and listen to developmental feedback from colleagues

Managing a Quality Service

Work with customers to understand their needs and expectations. Create clear plans and set priorities which meet the needs of both the customer and the business. Clearly explain to customers what can be done. Keep colleagues and stakeholders fully informed of plans, possibilities and progress. Identify common problems that affect service, report them and find possible solutions. Deliver good customer service which balances quality and cost effectiveness.

Delivering at Pace

Regularly review the success of activities in the team to identify barriers to progress or challenging objectives. Identify who and what is required to ensure success, set clear goals and areas of responsibility and continually assess workloads considering individual needs. Follow relevant policies, procedures and legislation to complete your work. Ensure colleagues have the correct tools and resources available to them to do their jobs. Have a positive and focused attitude to achieving outcomes, despite any setbacks. Regularly check performance against objectives, making suggestions for improvement or taking corrective action where necessary. Ensure that colleagues are supported where tasks are challenging.

Responsibilities

- Review inspection reports and supporting evidence to inform evidence-based licence decisions.
- Write reports explaining the rationale for any decisions made.
- Communicate licence decisions to all relevant parties in writing.
- Support Appeals colleagues in preparing the GLAA's case against any appeals against licence decisions made and attend tribunal hearings in court to give evidence as required.
- Proactively, or as directed by managers, process licence applications and renewals.
- Proactively, or as directed by managers, deal with incoming calls on the licensing helpdesk efficiently, proactively and courteously.
- Reply to general enquiry emails / correspondence.
- Maintain licence records by ensuring that licence information is updated when changes are requested.
- Actively contribute and initiate continual improvement in the Licensing Team.
- Undertake any other reasonable duties that may be required by the GLAA

Knowledge and Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Strong oral and written communication skills • Sound problem solving skills with decision making experience • Strong attention to detail and an ability to record information accurately • IT literate with a good working knowledge of the Microsoft Office suite of products • Excellent organisational skills and the ability to plan and prioritise work • Evidence of an ability to work with others to meet deadlines 	<ul style="list-style-type: none"> • An understanding of the role of the GLAA • Experience of interpreting regulations • Experience of working within a regulatory or licensing environment • Experience of working with databases • Experience of working on a helpline

