



Thurrock Council

Job Profile

Job Title	Technical Licensing Officer
Grade	D
Directorate	Corporate Services
Responsible to	Licensing Manager
Last Review Date	September 2025

Job Purpose

To provide technical support to the Licensing Team, through the validation and processing of all licence applications in an efficient and effective manner. Ensuring that all policies and processes are followed and that the legislative and performance indicators are met, whilst ensuring a professional standard of service is provided to its customers, professional partners, and colleagues. To provide support in the provision of services associated with Private Housing.

Values & Accountabilities

Our Shared Values	1. ambitious – by continually improving 2. collaborative – by working together 3. compassionate – by building relationships based on empathy, respect and dignity 4. empowered – by removing barriers to influence outcome 5. proud – of everything we do and championing Thurrock Council 6. inclusive – by acting in a way that exemplifies what we expect of each other
Corporate Accountabilities	1. To work with colleagues to achieve service plan objectives and targets. 2. To comply with data protection legislation and the council's Information Security Policy, including supporting policies. 3. To be willing and able to work in a flexible and agile way with regard both to hours of work and location of work, including remote and home working, as required, subject to service needs and requirements. 4. To participate in performance development, talent reviews and one-to-ones and to contribute to the identification of your own and team development needs and goals. 5. To actively promote and comply with the council's diversity and equality policies. 6. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the council's Health and Safety Policy and all locally agreed safe methods of work. 7. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.

	8. At the discretion of the senior management, to undertake other activities as, from time to time, may be agreed consistent with the grade and nature of the role. 9. To undertake and maintain relevant mandatory training in line with legislation.
Key Service Accountabilities	1. To validate licence applications received, against legislative requirements and Council Policy. 2. To process licence applications, including entering details onto the council's database system, for all property licence types 3. To consult with relevant Responsible Authorities or other parties where required in relation to licence applications received. 4. To produce, request further information where necessary and issue licences and other associated material/documentation on the grant of a licence. 5. Investigate complaints about unlicensed or poorly managed properties, ensuring appropriate follow-up and referral where required. 6. To undertake mid licence term checks of documentation and systems as required by each licence type. 7. Act as a technical point of contact for landlords and agents during the application process. 8. Liaise with inspection and enforcement officers and legal colleagues to ensure a joined-up approach to housing enforcement to ensure that renewal reminders are sent out in accordance with statutory requirements and department processes and policy. 9. Investigate potentially unlicensed properties by utilising internal systems, local intelligence, and external data sources



Person Specification

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Directorate	Corporate Services

Information for Applicants

The person specification provides an outline of the experience, skills, and abilities we expect the successful applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you meet the requirements.

Method of testing	Weighting
1 = application form	1 = low importance
2 = interview	2 = medium importance
3 = assessment tests	3 = high importance

Disabled people will be offered an interview where they meet the essential requirements alone.

Requirements for this Job

Key competencies and behaviours	Method of testing	Weighting
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1a. Skills and abilities – essential		
Ability to communicate effectively in oral, interpersonal, and written forms to external and internal customers.	1,2	3
Ability to work on multiple tasks at any one time and balance competing priorities	1,2	3
IT literate in the use of all Microsoft applications	1,2	3
Good writing skills – ability to produce letters, basic reports, etc.	1,2	3
Ability to analyse, record and present information in an accurate manner.	1,2	3
Capable of working both individually and in a team, including the ability to liaise with others and keep people informed	1,2	3
Willingness to acquire new knowledge and skills	1,2	3

1b. Skills and abilities – desirable		
Ability to effectively use licensing database system.	1,2	3
2a. Special knowledge – essential		
Knowledge of Housing Act 2004 particularly Part 3 Selective Licensing provisions	1,2	3
2b. Special knowledge – desirable		
A detailed knowledge of legal practice and procedures relating to local authority licensing work.	1,2	2
Qualifications in relevant licensing practitioner subject.	1,2	3
Knowledge of ASB, Crime and Policing Act 2014	1,2	2
Knowledge of enforcement options such as civil penalties, rent repayment orders (RROs), and tribunal procedures	1,2	2
3a. Experience – essential		
Demonstrable experience in an office environment.	1,2	3
Demonstrable experience of supporting colleagues by managing and maintaining computerised databases.	1,2	3
3b. Experience – desirable		
Experience in working in a Local Authority Licensing Department.	1,2	3
4a. Other requirements – essential		
To behave in accordance with our values.	1/2	3
Commitment to the principles of agile working including the ability to work flexibly with regards to both hours of work and location of work including remote and home working as required.	1/2	3
4b. Other requirements – desirable		
None		
5a. Equalities – essential		
Understanding of and commitment to principles of equality and diversity and compliance with Thurrock Council policies.	1/2	3
5b. Equalities – desirable		
None	1/2	3

For office use only

Recruitment safeguarding	Requirement
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Will the post holder have substantial unsupervised access to children or vulnerable adults?	No – use standard recruitment process
Is a Disclosure and Barring Service (DBS) check required for this post? Read the Recruitment and Selection Policy for guidance.	Yes - Standard check required