

Role profile



Role title:	Licensing Administrator
Reports to:	Property & Strategy Director
Department Head:	Property and Strategy Director
Location:	Hybrid – Head Office based, office working 1-2 days per week

Objectives of the role

- To provide licensing administration support to our tenants, field-based Business Development Managers and Local Authorities (Councils & Police).
- To ensure compliance with licensing law across the estate.
- To deal with and resolve complaints from public and licensing authorities in relation to licensing matters and ensure resolved in an efficient manner.

Key Responsibilities

Day to Day Responsibilities:

- Complete all types of Licensing Applications including:
 - Changes of Designated Premises Supervisor
 - Transfer of Premises Licence
 - Gaming Permit Notifications
 - Notification of Interest in Premises Licence
 - Full Variation of Premises Licence
 - Minor Variation of Premises Licence
 - Pavement licence
- Pay Annual Renewal fees for Premises Licence upon renewal date
- Telephone support to tenants with any licensing queries
- Deal with Review of Premises Licence applications, liaising with field based teams, licensees and advisors
- Deal with complaints by logging complaints, liaise with BDM / tenant & relevant Licensing Authority and tracking progress

Other responsibilities:

- Keep all systems up to date on a timely basis with valid and accurate information
- Provide day to day customer service to the field teams and licensees

- Produce due-diligence packs for tenants to comply with the various Licensing Act conditions
- Produce relevant and timely communications with licensees to ensure that they are informed of changes in licensing law
- Additional ad hoc duties as assigned

Skills and Experience

- Previous licensing experience is desirable but not essential
- Enthusiastic, pro-active and motivated individual
- A confident communicator with a strong level of written and verbal skills
- Great organisational skills and an ability to work in a busy environment and to prioritise and work to tight timescales
- Strong Word / Excel skills (including mail merge)
- Interpersonal skills with the ability to work well as a team and on an individual basis
- High degree of accuracy and attention to detail is a must
- Able to present at field-based team meetings and similarly inhouse team meetings

Working Arrangements:

This is a hybrid role which is office based. The expectation is that the person within this role works from the office at least 1-2 day per week depending on business requirements.

Admiral Taverns Values and Behaviours

Core to the Group's ongoing success is the strength of our team. We are incredibly proud of the culture we have developed across our business. Our team are passionate, hardworking, dedicated and ambitious. Our team developed the company values themselves which means that we live these through to the core of our business. Everything we do as an organisation revolves around supporting and enabling our licensees to make their business the very best it can be.



Behaviours

1. Clarity for all
2. Positive attitude
3. Passion to succeed
4. Collective accountability
5. Mutual trust
6. Achieve together



Behaviours

1. Show empathy
2. Listen and understand
3. Support, guide, develop
4. Communicate clearly
5. Recognise and appreciate
6. Respect each other



Behaviours

1. Don't fear failure
2. Make impossible possible
3. Innovate and motivate
4. Remove barriers
5. Aim higher
6. Make a difference



Behaviours

1. Take ownership
2. Can do attitude
3. Exceed expectations
4. Aim high
5. Challenge positively
6. Deliver on time

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