

## Job Description and Person Specification

<b>Job title:</b>	Licensing Enforcement Officer
<b>Directorate:</b>	Development and Regulation
<b>Service:</b>	Public Protection Partnership
<b>Team:</b>	Licensing
<b>Post number:</b>	04531
<b>Salary grade:</b>	G
<b>Work location:</b>	Theale- All PPP offices as required
<b>Reports to:</b>	Lead Licensing Officer
<b>Supervises:</b>	N/A

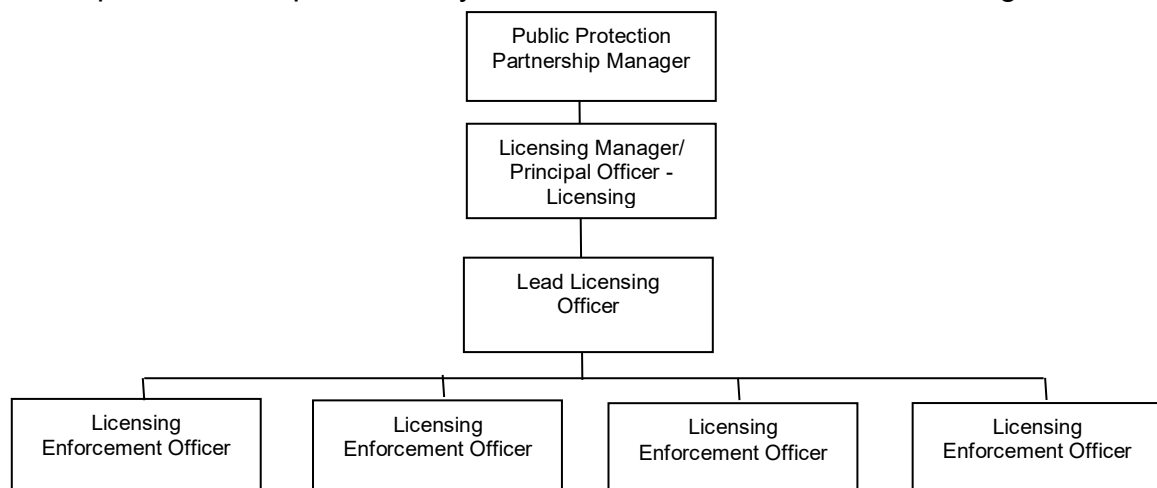
### Job Purpose

Licensing Enforcement Officers are required to:

1. Administer and enforce licensing matters and other public protection duties for which the Council has statutory responsibilities
2. Undertake compliance and complaint inspections of licensed premises, vehicles and persons and taking necessary action.
3. Provide high quality advice and support to members, businesses and other stakeholders
4. Maintain the licensing database and case management applications
5. Investigate and take enforcement action associated with any illegal activity associated with the licensing regime.
6. Contribute to the continuous operational improvement of the team through team meetings, external liaison and specific project work.

### Structure Chart

The post is part of the a multi-disciplinary network of officers working across the Public Protection Partnership (PPP) geographical areas of Bracknell Forest and West Berkshire Council's. The post holder reports directly to a senior officer within the Licensing team.



## Main Duties and Responsibilities

“Licence” in this context includes registrations, permits, authorisations and similar consents with particular emphasis on regulatory controls across the Licensing regime.

1. To undertake initial and follow up inspections of all types of vehicles, premises, land and undertakings for licensing, registration and allied purposes. This will include interviewing people and making other enquiries as necessary.
2. To provide paid for advice to applicants and potential applicants and their agents about how to observe best practice under the Licensing Act 2003 and other licensing regimes as appropriate.
3. To prepare, administer and issue all documentation associated with licence applications including premises and persons licensed under the Licensing Act 2003, Taxi and Private Hire drivers, vehicles and operators, Animal Welfare premises, Street Traders, Lotteries, Charity collections, Gambling Act, Scrap Metal Dealers, Special Treatment practices, and Sexual Entertainment Venues.
4. To identify and review service provision to ensure continued service improvement to licensees and to carry out investigation of complaints related to all licences administered by the licensing team including undertakings which ought to be licensed but which are not.
5. To undertake investigations, gather evidence, prepare documentation and appear as a witness in legal proceedings, inquiries and tribunals.
6. To identify and contact business owners and operators who fail to comply with license conditions, do not apply for or do not hold the correct authorisation to conduct any of the range of licensable activities facilitated and then to advise on the appropriate remedies and set out the consequences of not doing so.
7. To conduct follow up inspections of premises, vehicles and other licensed sites and taking any necessary enforcement action, including the preparation and service of legal notices and conducting PACE interviews.
8. To produce committee reports and documentation and take a lead role in presenting these at licensing sub-committee meetings and appeals panels in a clear and concise manner.
9. To undertake research and apply the relevant regulations to assist with the preparation and review of licensing policies, procedures and guidance including presentation at Committees.
10. To communicate effectively and appropriately with clients, colleagues and external agencies and to provide advice to applicants, owners, proprietors and occupiers of premises, Directors, Senior Management and professional representatives of national and local companies, members of other professions, other Departments, Ward Members, outside organisations, federations, trade organisations and members of the general public.
11. To prepare high quality, accurate correspondence when dealing with members of the

## Main Duties and Responsibilities

- public, license holders and their agents, responsible authorities, councilors, MPs and other stakeholders.
12. To representing the licensing team at internal and external meetings with and on groups such as Regional Licensing Officers Group, Pubwatch, Safety Advisory Group, Taxi Liaison Group meetings, and others as required some of which involve negotiation and problem solving to resolve conflicts of issues to an agreed outcome.
  13. To maintain the licensing database, web pages and document library noting that the maintenance of some public registers are required under specific legislation.
  14. To keep informed about current or future developments in licensing including new legislation, standard contributions and good practice and ensure that this knowledge is disseminated to elected members, colleagues, licence holders and businesses. To achieve this the postholder will be required to participate in public awareness and safety campaigns and contribute to newsletters produced for specific user groups. The postholder will also undertake work of a promotional or educative nature including the running of training courses, seminars, forums and presentations to clients, colleagues and external agencies.
  15. The post holder will actively contribute to the effectiveness of the Licensing team by participation in team activities, the sharing of knowledge and the training of colleagues.
  16. The postholder may be required to co-ordinate specific enforcement on multi-agency partnership with other agencies such as TVP, BID, VOSA, DWP, Housing benefits, School Transport, Street Pastors, Fire Authority etc.
  17. To respond to service requests, complaints, Freedom of Information requests and formal notifications in both an advisory capacity as well as by investigation, inspection, interviews and all other appropriate methods of information and evidence gathering.
  18. To assist in the supervision of external contractors (including at site inspections).
  19. To be responsible for safeguarding and promoting public safety and the welfare of children and vulnerable adults through the work of the service at all times.
  20. Promote equality as an integral part of the role, treating everyone with fairness and dignity.
  21. Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
  22. Adhere to the standards set out in the WBC competency framework.
  23. The post holder may be required, occasionally, to carry out duties at unsociable hours for which either separate payment or time off in-lieu will be paid. This will be at the discretion of the lead Licensing Officer or Principal Officer Licensing.
  24. It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

### Scope (impact on/control of resources, people, money etc)

There is no line management or budgetary responsibility for this post.

The postholder will be required to supervise external contractors (Including at site inspections) and act as a mentor to Trainee Regulatory Services Officers.

The Officer appointed will be expected to carry out late at night enforcement outside normal working office hours.

This is a vital role in ensuring continuity of evidence for formal investigations relating to the licensing and related regimes.

### Person Specification

Qualifications	Essential/ Desirable
A' Level or equivalent science based qualification	E
Professional Licensing Practitioners Qualification or willing to undertake when the course is available	E
Membership of (or eligibility for membership) of the Institute of Licensing	E
Professional qualification in a related field of study e.g. licensing, law enforcement or attendance at related short courses for example: <ul style="list-style-type: none"> <li>• Completion of familiarisation courses in RIPA (Regulatory and Investigatory Powers Act) and PACE (Police and Criminal Evidence Act)</li> <li>• Certificate of competence in Environmental Noise Management</li> <li>• Hold a Level 3 certificate or equivalent in Animal Welfare Regulations</li> </ul>	D
Experience	
Experience of working in a regulatory service or in a related field e.g. environmental health, housing, planning, fair trading, policing or development control	E
Experience of working in a fast-moving customer focused environment dealing with customer enquiries and complaints	E
Experience of using Microsoft Office on a daily basis	E
Experience in Licensing, Trading Standards or Environmental Health applications processing	D
Experience of giving evidence in court or similar environment	D
Experience of joint partnership or matrix working	D
Experience of licensing enforcement activity	D
Knowledge and understanding	
A high level of attention to detail.	E
Above average verbal and written communication skills, how to be diplomatic and persuasive and an understanding of negotiation skills and how to apply them	E
Knowledge about how PACE interviews are conducted	D
Knowledge of the role of a licensing authority in a local authority context including the legal and procedural aspects of local authority licensing and registration functions and relevant government policies and legislation	E
Skills and abilities	
Ability to use Outlook, and a web browser to access information	E
Excellent administration and IT skills	E

Ability to use IDOX Cloud case management system	D
Ability to work as part of a team or on own initiative in a professional and organised manner with minimum supervision	E
Ability to adapt style/approach to suit a wide variety of people and demonstrate strong customer service skills	E
Ability to write concise and accurate reports	E
Ability to advise on the validity of responses to licensing applications and requests for licenses and reviews	D
Ability to gather basic criminal evidence.	D
Ability to carry out site visits, inspections, enforcement and investigations and to balance enforcement with practical considerations	E
Ability to act assertively, with authority, knowing when to be empathic and a good listener.	E
Be able to make decisions based on the evidence provided and the seek further information if required	E
<b>Work-related personal qualities</b>	
Must be highly self-organised, able to meet tight deadlines and prepare complex workloads.	E
Confidence in dealing with enquiries in verbal or written format	E
Must be able to balance a number of tasks at any one time and be able to prioritise to meet deadlines.	E
Work well under pressure, be professional and adaptable in order to deal with various situations and deal with confrontation in a calm and empathetic manner	E
Confident in delivering presentations and working with other officers at events.	D
Ability to maintain confidentiality and awareness of data protection	E
Be committed to continuous learning and development	E
<b>Other work-related requirements</b>	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
Enhanced DBS check with relevant barred list/s	No
Is this post politically restricted?	No
Able to meet out of hours and unsociable working hours requirements of the post.	E
Possession of full driving licence and access to a vehicle for work.	E
Able to fully participate in site visits including site walks, premises inspections, and carrying inspection equipment.	E