

Role profile

Job Title:	Licensing Enforcement and Compliance Team Leader
Department:	Environmental Health & Trading Standards
Directorate:	Community Protection

Grade:	14
Post no.:	58347
Location:	Perceval House

Role reports to:	Food, Safety and Licensing Manager
Direct reports:	Up to five Licensing Enforcement and Compliance Officers
Indirect reports:	Apprentices/work experience students

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To take management ownership and responsibility for the day-to-day management, supervision and support of the Council's Licensing Enforcement and Compliance team, ensuring efficient and effective service delivery including through establishing and implementing appropriate service plans.
- To be accountable for meeting Council's statutory duties, obligations, policy commitments and targets in accordance with legal requirements and best practice in respect of alcohol, entertainment, late night refreshment, massage and special treatments (MSTs), gambling, scrap metal, explosive and animal welfare licensing regimes.
- To oversee the enforcement application of the licensing service, overseeing prosecutions, reviews and other formal technical processes ensuring these are carried out lawfully and in accordance with the Council's duty under criminal investigatory legislation such as PACE and RIPA to ensure the organisations reputational and legal risk is managed effectively.
- To provide expert guidance, specialistic advice and assurance as the Councils lead officer for licensing and act as a technical expert in the field, ensuring the Council executes its statutory responsibility in these areas, always acts lawfully and applies its powers wherever appropriate to protect Ealing consumers, residents and businesses.
- To work in and provide management oversight in relation to the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, including during execution of warrants, late night premises raids, undercover operations and in hostile environments.

- To support the relevant duty holder community in achieving legal compliance through appropriate advice, guidance, and good communication.
- To organise and implement function related projects with relevant partners and agencies.
- To provide the Head of Service with clear, impartial advice in all matters relating to the team's functions as required and deputise for them from time to time concerning Licensing Enforcement and Compliance matters.

Key accountabilities

1. To ensure effective management of the team's workload; implement effective strategies for ensuring staff in the team meet department KPIs, undertake effective enforcement and carry out other regulatory duties under relevant Licensing legislation.
2. To recruit and manage establishment and supervise contract and other staff to ensure the service operates within the framework of the law, regulations and guidance.
3. To oversee management of service requests, provide complex advice, statistics and reports, undertake specialistic inspections and investigations of the most serious complaints as required.
4. To establish and monitor KPI's, compliance with statutory obligations and to be responsible for effective monitoring of staff performance, including appraisals, one to one meetings, sickness and attendance management in accordance with Council's procedures.
5. To develop and be responsible for management of multi-disciplinary project teams.
6. To train and arrange training and development of Licensing enforcement and compliance officers and other staff, as required assisting in equipping them to work effectively across the range of duties undertaken by the team.
7. To be responsible for auditing work of the team including the standard of enforcement and other regulatory duties, letters, reports, prosecution cases, court and other legal documentation meets legal requirements.
8. To be responsible for maintaining high quality case records and the accuracy of databases and computer-based systems
9. To maintain an expert understanding of statutory requirements and best practice and to act on behalf of the Council in their capacity as the Responsible Authority in relation to Licensing laws to achieve compliance with relevant legislation.

10. To appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, including during execution of warrants, premises raids, undercover operations and in hostile environments, often out of hours and on weekends.
11. To maximise the capacity and impact of services and set, in liaison with the Head of Service and other managers within the service, work programmes, local service indicators, targets, work practices and procedures and standards of customer care for the team and to manage compliance.
12. To represent Council at internal and external meetings, in criminal and other courts, Committees, Tribunals and other forums as required and to present reports, information and evidence.
13. To be responsible for any cash, high value items which may have been taken in to possession such as illicit alcohol, resources, evidence, equipment, data, including the establishment of secure and confidential systems.
14. To organise, plan, deliver and maintain effective team working to achieve the Council's objectives with regard to the investigation and enforcement action with regard to licensing complaints.
15. To lead on 'partnerships' and 'cross-boundary' working practices within Regulatory Services and, other Council departments and external organisation's including, the police and government departments, organising and leading joint operational work, partnership meetings and shared areas of priority.
16. To respond as required, commensurate with the post holder's levels of responsibility at times of civil emergency or to meet exigencies of the service.
17. Deliver a Licensing service with a 'One Council' approach; having regard to other services' priorities and build and maintain good working relationships with internal and external partners to ensure the Council's statutory duties, obligations and policy commitments are met.
18. To attend and represent the service at both Licensing Committee and Licensing Sub Committee, giving evidence and direction to members on this committee to enable statutory decision making.
19. To exemplify the values and behaviours supported by the Council including valuing diversity, within and outside the organisation.
20. Ensure all management processes comply with the Council's governance mechanisms including audit, procurement, risk management, health & safety, equalities and diversity.
21. To support the Head of Service to provide the council's Councillors and Cabinet (portfolio) members with professional, objective, and balanced advice

and guidance, ensuring the effective implementation of policy decisions and enabling the effective scrutiny of services and decisions.

22. To respond to Members of Parliament and other official enquiries with advice and information upon request.
23. To support the Head of Service to provide the council's Councillors and Cabinet (portfolio) members with professional, objective, and balanced advice and guidance, ensuring the effective implementation of policy decisions and enabling the effective scrutiny of services and decisions.
24. To respond to Members of Parliament and other official enquiries with advice and information upon request.
25. These duties and responsibilities may be varied to meet changing circumstances of the Council.

Key performance indicators

- Departmental performance indicators including indicators relating to enforcement outcomes, inspection delivery, financial monitoring and achievement of service plan objectives.
- Key major project measures and benefits realised.
- Resident, business and customer satisfaction levels.

Key relationships (internal and external)

- Other Council Staff, Assistant Directors and Service Heads across the Council
- Ealing residents and businesses.
- External organisations e.g. Police (including cadets) · HMRC · Borders & Immigration Agency · UK Intellectual Property Office · National Trading Standards · Chartered Institute of Trading Standards · Chartered Institute of Environmental Health · Members of Parliament · London Fire Brigade · Court Officials · Neighbourhood Watch, Residents Associations, Community Groups and the voluntary sector · Business Improvement Districts, and other professional bodies.
- Suppliers and contractors
- External consultants and technical advisors

Authority level

Policy: Act as the Council's Lead Officer and technical expert on areas of Licensing within Regulatory Services. Oversight of key Council policies within service area

People: Directly manage staff and additional contractors, consultants and agency staff. Provide training to equip staff to work in teams across Regulatory Services and deal with performance, welfare and safety, in accordance with the policies, practices and procedures of the Council. Ensure the team's legal work meets appropriate standards.

Financial: Responsible for cash and evidence handling (including in criminal and evidential contexts).

Contractual: Acting as the Council's authorised Licensing Team Leader.

Responsible for a range of agency staff, contracting, surveying, compliance and inspection contracts and procurements.

Person specification

Essential knowledge, skills and abilities

1. Substantial practical and theoretical knowledge and skills sufficient to effectively carry out the duties of a Licensing Enforcement and Compliance Team Leader in respect of alcohol, entertainment, late night refreshment, massage and special treatments (MSTs), gambling, scrap metal, explosive and animal welfare licensing regimes and the enforcement of those regimes.
2. Ability to appropriately work in and manage the wellbeing, health and safety of self, colleagues and others in physically risky and dangerous situations, including on construction sites, during late night premises unannounced inspections, covert test purchase and other such operations and in hostile and conflict situations.
3. Ability to manage, motivate and develop individuals to build a high performing team and create a trusting positive culture.
4. Able to appraise performance and manage sickness absence and poor performance in accordance with Council policy.
5. Ability to manage projects, developing and deliver work programmes and produce work procedures.
6. Ability to work in collaboration and partnership with Councillors, colleagues, internal services and external bodies such as voluntary groups, external service providers and government agencies to deliver integrated and improved services.
7. Ability to prioritise, make decisions and provide leadership for staff, including the establishment and maintenance of a performance management culture within, that supports continuous service improvement and outcomes for residents.
8. Knowledge, expertise and a proven track record of delivering and development of innovative approaches to ensure high quality outcomes for stakeholders, whilst enabling service improvement and new ways of working; utilising new delivery models, governance and operating structures.
9. Demonstrates an excellent practical understanding of current best practice in delivering frontline customer services within their area of expertise and evidence of experiential knowledge and understanding of the operational issues that may impact on the delivery of Services.
10. Demonstrates a political acumen and the ability to provide responsive, impartial technical advice to Councillors, Scrutiny Committees & panels, Cabinet members, MPs.

11. Ability to analyse and interpret a variety of information, prepare, present and quality check reports for evidential adequacy, make recommendations as to the most appropriate action and prepare legal documents for Court, Council meetings, Committees, Tribunals, appeals etc.
12. Understanding of equality and inclusion challenges and how to address them within service delivery and the workforce.
13. Excellent communication skills, with the proven ability to present to a diverse range of internal and external audiences using a variety of media and approaches. Evidence of influencing and negotiating skills with the ability to influence decisions.

Essential qualification(s) and experience

1. Substantial practical and theoretical, experience in Local Government regulation of licensing regimes.
2. Experience of inspections, enforcement actions, licensing reviews, court proceedings and prosecutions and the ability to ensure that enforcement actions, reviews and prosecutions are carried out appropriately.
3. Experience of working in an agile environment, anticipating and adapting to changes as a result of regulatory reforms, legislation and government guidance and a strong track record in driving performance standards and delivering service improvements with clear outcomes for customers.
4. Experience of using complex IT systems and identifying where technology can improve efficiencies.
5. Experience of policy development, strategic planning and implementation in a partnership environment.
6. Experience of Equalities/Diversity issues.
7. Experience of managing staff providing regulatory and associated services.
8. Experience of training, appraising and developing staff.
9. Experience of meeting performance targets, managing sickness absence and poor performance.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards