

## Role profile

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|---------------------|----------------------------------------------|
| <b>Job Title:</b>   | Licensing Enforcement and Compliance Officer |
| <b>Department:</b>  | Environmental Health & Trading Standards     |
| <b>Directorate:</b> | Housing and Environment                      |

|                  |                |
|------------------|----------------|
| <b>Grade:</b>    | 9 - 11         |
| <b>Post no.:</b> |                |
| <b>Location:</b> | Perceval House |

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|--------------------------|--------------------------------------------------|
| <b>Role reports to:</b>  | Licensing Enforcement and Compliance Team Leader |
| <b>Direct reports:</b>   | None                                             |
| <b>Indirect reports:</b> | 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 discharge the Council's statutory and non-statutory functions under the Licensing Act, applicable Regulations and associated legislation as well as its strategies and policies with regard to a range of licensing functions by carrying out proactive and re-active inspections of licensable premises.
- To provide comprehensive advice and guidance to businesses on compliance with the licensing regimes, permit and registration schemes operating in Ealing including under The Licensing Act, Gambling Act, Fireworks Act, Animal Welfare Act, Scrap Metal Dealers Act, London Local Authorities Act and other licensing schemes.
- To work closely with internal and external partners, to support the Council's efforts in innovative ways of regulation of licensed premises and deliver various multi-agency projects and support and coordinate work of the licensing enforcement group created to tackle issues associated with licensed premises.
- To prepare and present relevant documentation for and attending licensing reviews, hearings, appeals and proceedings under the Licensing Act and where necessary taking the appropriate and proportionate enforcement actions in relation to The Licensing Act, Gambling Act, Fireworks Act, Animal Welfare Act, Scrap Metal Dealers Act, London Local Authorities Act and other licensing schemes.

## **Key accountabilities**

### **Grade 9**

1. To carry out effective regulation of one or more licensing functions including the Licensing Act, Gambling Act, Fireworks Act, Animal Welfare Act, Scrap Metal Dealers Act, London Local Authorities Act and other licensing regimes
2. Investigate and efficiently deal with a variety of licensing complaints and service requests.
3. Identify non-compliant businesses, plan and execute strategies to improve or bring them into compliance using the most appropriate options.
4. Provide professional advice and information to applicants, licensees, businesses and others in relation to Licensing activities.
5. Appropriately work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
6. Formally process and/or review Registration/License applications. Make decisions and determinations as to licence applications, and any potential impact on licensable objectives and requirements.
7. Deliver against the team and personal work plans, targets and performance indicators.
8. Maintain Council's database, always act in accordance with the Council and Team procedures and with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else. For example, lone working, during execution of warrants, late night premises raids, undercover operations and in hostile environments.
9. Prepare relevant legal documentation for presentation at the licensing sub-committees and represent the Council at licensing hearings, proceedings and ensuing appeals in Courts.
10. Comply with mandatory requirements and guidance to effectively manage the collection, preservation, storage and continuity of evidence.

### **Grade 10 – in Addition to Grade 9**

11. Act as point of reference for expert knowledge, professional interpretation of Licensing Act 2003 and/or other associated legislation and as a Council's specialist on Licensing compliance matters.

12. Investigate complex complaints and service requests and take effective compliance and enforcement measures, and where appropriate, prepare case files for prosecutions and act as an expert witness in Criminal Courts.
13. Support planning of multi-agency projects, oversee work of the partnership groups and participate in initiatives with Statutory Partners including Police, Immigration, Trading Standards and other teams to educate and enforce licensing legislation.
14. Take responsibility for personal development and training and have lead responsibility for specific areas of the team's work and projects related to the Licensing & Registration schemes.
15. Interpret legislation and produce written guidance and templates, and ensure implementation of compliance codes, best practice and working procedures/protocols.

### **Grade 11 – in Addition to Grade 10**

16. With minimum supervision, carry out effective regulation and enforcement of the full range of licensing functions.
17. With minimum supervision, investigate and deal with complex complaints and service requests in relation to all enforced by the team licensing regimes.
18. Assist in the development, review and implementation of licensing policies, procedures, specifications as appropriate.
19. Plan and deliver innovative projects to improve business awareness and compliance in Licensing areas.
20. Deputise for the Licensing Enforcement and Compliance Team Leader and assist in management of Council's statutory obligations, policy commitments and targets in accordance with legal requirements and best practice in respect of Licensing regimes.

### **Key performance indicators**

- Punctual and comprehensive response to, and resolution of, service requests
- Inspection and assessment of areas, premises and properties to identify hazards, defects and non-compliance
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

### **Key relationships (internal and external)**

- Other Council Staff
- Ealing residents, visitors and businesses

- External Organisations e.g., Police (including cadets) · HMRC · Border Agency · London Fire Brigade · Court Officials · Members of the public · Community Groups and the voluntary sector · Business Improvement Districts and other professional bodies.
- Central Government Departments, London Mayors Office, and other local authorities.

#### **Authority level**

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Ensure the legal work meets appropriate standards.
- Act as an Authorised Officer of the Council under licensing legislation.

## **Person specification**

### **Essential knowledge, skills and abilities**

#### **Grade 9**

1. Practical and theoretical knowledge and skills sufficient to effectively carry out the duties a Licensing Enforcement and Compliance Officer.
2. Ability to work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures and environments including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened.
3. Excellent communication skills both written and verbal with the ability to demonstrate good presentational and interpersonal skills including customer relations and presentation at Licensing Committees.
4. Ability to prepare and quality check licence applications, reports, service-related legal documents and make decisions based on provided information.
5. Ability to meet performance targets.
6. Ability to work flexibly. The post holder may be required to work outside normal working hours, including late nights and early mornings.

#### **Grade 10 – in Addition to Grade 9**

7. In depth practical and theoretical knowledge of the Licensing Act and/or other associated legislation.
8. In depth knowledge and understanding of enforcement practices and the ability to ensure that enforcement actions and prosecutions are carried out appropriately.
9. Ability to interpret law, maintain professional and expert knowledge and keep up to date with relevant legislation, codes of practice and technical requirements.

10. Ability to work in partnership with stakeholders to achieve shared outcomes.
11. Ability to write guidance documents and licensing templates.

### **Grade 11 – in Addition to Grade 10**

12. In depth practical and theoretical knowledge of the Licensing Act, Gambling Act, Fireworks Act, Animal Welfare Act, Scrap Metal Dealers Act and London Local Authorities Act.
13. Excellent organisational skills and ability to work under pressure, with minimum supervision.
14. Ability to lead change and drive innovation within the licensing service.

### **Essential qualification(s) and experience**

#### **Grade 9**

1. Ability to obtain or already have recognised licensing practitioner qualifications.

#### **Grade 10 – in Addition to Grade 9**

2. Recognised licensing practitioner qualifications and substantial practical and theoretical, experience in Local Government delivery of licensing schemes and associated enforcement and compliance interventions with evidence of continuous professional development.
3. Evidence of high-performance enforcement delivery and court proceedings and prosecutions.
4. Experience of participating in hearings under licensing schemes.

#### **Grade 11 – in Addition to Grade 10**

5. Significant experience of regulation of the Licensing Act, Gambling Act, Fireworks Act, Animal Welfare Act, Scrap Metal Dealers Act and London Local Authorities Act.
6. Experience of undertaking complex investigations.
7. Experience of innovation and results driven partnership work.
8. Substantial experience of participating in hearings under licensing schemes

## Values and behaviours

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