



Licensing Technical Officer

Regulatory Services, Place

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To ensure compliance with Licensing legislation and related standards through the delivery of outcomes which protect the community and secure business compliance.

Accountable to:

This role is accountable to a Licensing Manager/Team Leader. The role sits within Regulatory Services, part of the Place and Economy Directorate in West Northamptonshire Council.



**West
Northamptonshire
Council**

Responsibilities:

1. To receive, carry out consultations, determine and issue (in accordance with the Councils' scheme of delegation) any licence in accordance with the Councils' statutory licensing duties (to include Licensing Act 2003, Gambling Act 2005, taxis, street trading, scrap metal, animal licensing, charitable collections, caravan sites and any others that may be required).
2. To provide specialist technical advice and where necessary make decisions, to respond to customer, officer, member and other service area requests and enquiries. To respond to service requests and investigate complaints in accordance with current law, procedures, policy and guidance and within agreed timescales. Make decisions and take action where appropriate.
3. To carry out enforcement which is required in order to fulfil the Councils' statutory licensing and other duties, in accordance with the law, local policy and current national and other relevant guidance and having regard to the Councils' strategic priorities.
4. To attend hearings, committee, partnership meetings and participate in partnership enforcement activities. Attend and give evidence for the Council at court, hearings, reviews, and committee meetings to inform where required in accordance with legal and PACE guidance.
5. Use a range of enforcement tools (including persuasion and effective communication) to seek compliance, including verbal and written warnings; use of licence conditions, suspensions, revocations and formal notices.
6. Provide specialist administrative support to ensure that the licensing service is efficient and effective in compliance with all statutory guidance and deadlines.
7. Organise testing and test applicants for hackney carriage and private hire driver licences, to assess compliance against the Councils' criteria (e.g Safeguarding, Spoken English, Local Area Knowledge)
8. Assist the Licensing Manager(s) and Team Leader(s) by contributing to the review and drafting of new policies and procedures. Handle and report any intelligence relevant to safeguarding or other duties and priorities to team leaders and/or managers.
9. Undertake continuous personal development to maintain up to date specialist technical knowledge.
10. Work in partnership with the police, other Councils, and agencies and contribute to multi-agency enforcement operations.
11. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
13. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Able to write letters, reports, and emails to communicate with customers, elected members, officers and others.	E	A,I
Able to communicate with customers, officers, elected members and others face to face, on the telephone and in writing.	E	A,I
To be able to research and analyse work/cases and make decisions.	E	A,I
Ability to deal calmly with difficult situations and people in confrontational situations	E	A,I
Ability to work as part of a team.	E	A,I
Good numerical and verbal ability	E	A,I
Able to write and prepare investigative reports, statements and prosecution case files.	D	A,I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A,I

Knowledge:	Essential / Desirable	Measured by
Knowledge of licensing law, guidance, policy and procedures for licensing areas including the Licensing Act 2003 and Taxi legislation	E	A,I
Knowledge of other Council services and their interaction with licensing.	E	A,I
Knowledge of enforcement procedures, law and guidance including PACE.	E	A,I
Knowledge of the Councils priorities and how the licensing team contributes.	D	A,I
Knowledge of all licensing law	D	A,I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in local government	E	A,I
Experience of prioritising and working to tight deadlines and managing a case load	E	A,I
Experience of PACE and preparing and giving evidence	D	A,I
Experience of working with partners on multi-agency operations	D	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSEs including Maths and English at Grade C or current equivalent.	E	A,I
A levels or equivalent	D	A,I
Licensing Qualification	D	A,I

Full, clean UK driving licence and the ability to travel across the district	E	A,I
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All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include: Basic Disclosure

Day-to-day in the role:

Hours:	37 Hours	Primary work base:	OAS, The Abbey, The Forum
Job family band:	WNC 5	Worker type:	Part-flexible
Salary range:	£30560 - £32212	Budget responsibility:	N/A
People management responsibility:	N/A		

Working conditions & how we work:

We are open to discussions about flexible working, however this role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (this can be flexible) (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

