# North Northamptonshire Council

# Job Description and Person Specification

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| **Licensing and Service Support Manager** |

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| **Service Area: Regulatory Services** |
| **Reports to: Head of Environmental Health** |
| **Salary scale: NCC Grade M, subject to assimilation to NNC pay and grade structure.** |
| **Responsible for: Licensing and Service Support Teams** |

## Purpose of the job

* To provide an effective Licensing Service for managing the Councils environmental health –Licensing functions including; Licensing Act 2003 (Liquor, Regulated entertainment and Late Night refreshment licensing), Gambling (Betting shops, lotteries etc), Taxi and Private hire related licences, Sex shops, Cinemas and Sexual Entertainment Venues, Charity collections, Street Trading, licences under Animal Welfare , Public health related activities such as acupuncture, tattooing and body piercing, Caravan Sites, Dangerous Wild Animals and Zoos and Petroleum, fireworks/explosives. To ensure public safety is maintained and deliver improvements through the provision of supportive regulation to business and public information and awareness.
* To lead and manage an efficient and effective service support team which supports Environmental Health service delivery.
* Lead and manage the operational development and delivery of the Licensing service, planning, developing, and implementing policies, processes and procedures that will ensure the service is efficient and effective, that service provision demonstrates value for money and to ensure the best outcomes for employees, members, partners, and service users at all times.
* To support the Head of Environmental Health to deliver transformational change and innovation in services within your area of responsibility and cross cutting other areas of Regulatory Services and wider council service provision.

## Principal responsibilities

1. Day to day management of the Licensing team, managing resources to ensure that the service meets statutory requirements and monitoring performance to ensure that the service meets service plan and performance indicator targets and operational needs
2. To act as the lead officer and senior technical advisor for licensing matters, providing legislative guidance and technical support to the council. Preparing reports and attending meetings as required.
3. Oversee and manage enforcement action taken by the team, to ensure that it meets internal policy; statutory and good practice requirements, to minimise the risks to the authority and protect public health.
4. To manage the Service Support team, providing administrative support to other teams within the Environmental Health service.
5. To deputise for the Head of Environmental Health in respect of these services and in respect of other services within the service as and when required.
6. To ensure that there is effective and timely forecasting and analysis of business and financial data to enable robust budget management and budget planning, minimising financial risks, and maximising potential efficiencies.
7. Contribute to the overall management of risk, ensuring that lines of accountability are clear and well understood and systems are in place for monitoring, evaluating, and managing Licensing risks to secure the reputation of the council. This includes provision of Licensing and/or Environmental Health assistance for business continuity or emergency plan purposes.
8. Lead and develop the procurement strategies for Licensing services and contracts in order to secure cost-effective outcomes by:

* Contract development, negotiations, and regular review in order to ensure the availability of required services and promote service improvement planning and delivery.
* Developing partnership arrangements.
* Develop management information with customers and contractors in order to manage performance and costs effectively.
* Contribute as part of the management team to corporate strategies and policies and working with colleagues in other directorates and partner organisations.
* Oversee the work of the teams, consultants and contractors and ensure that correct technical and contract management procedures are followed.

1. Provide professional and managerial support to, and work with the Head of Service to develop strategies and plans that identify and recommend improvements that transform service delivery to ensure long term management of the service is sustainable in terms of meeting legislative obligations, financial constraints, and key performance targets.
2. Lead, motivate and support Licensing Team colleagues, setting the direction for the service, creating a culture of empowerment and trust, undertaking line management duties of direct reports, being accountable for the budgets and performance of the service including health and safety and risk management.
3. Produce effective and efficient customer reporting tools and documents that demonstrate and promote the value of the Licensing service. Maintain systems to inform and receive feedback (including complaints and suggestions) from customers, partners, suppliers, stakeholders, and employees; and to evaluate that feedback through the assessment of "lessons learned" in order to ensure continuous improvement in the delivery of the service. Ensure that customer-focus and best value is promoted as a core value.
4. To support the delivery of the councils Carbon Reduction Plan, including responsibility for proposing cost effective solutions and taking measures within the Licensing Service to reduce consumption of water and energy and emission of greenhouse gasses and meet the councils net zero target.

## General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.
2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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

| **Attributes** | **Essential criteria** | **Desirable criteria** |
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| Education, Qualifications and Training | Degree or Diploma in a relevant discipline such as Environmental Health or relevant equivalent experience  Additional post graduate qualification in a licensing or Environmental Health related subject | Chartered membership of the CIEH, CMI, ILM or other relevant professional body  Management qualification or similar, e.g. CMI, ILM |
| Experience and Knowledge | Extensive Knowledge and understanding of Licensing Services including working at a senior level.  Demonstrable experience in delivering on targets and performance management  Evidence of continual professional development  Knowledge and experience of how to effect cultural and behavioural change, developing high performing teams.  Excellent business and service planning knowledge and experience  Demonstrable record of successful partnership working | Strong contract management and project management skills. |
| Ability and Skills | Excellent leadership, negotiation and influencing skills, including change management and improvement in service delivery.  Ability to work to tight deadlines and be flexible in work approaches.  Demonstrate excellent communication skills level of written and oral communication and IT user skill.  Ability to develop and maintain good working relationships with a wide range of customers, stakeholders, and partners.  Innovative approach to problem solving and achieving value for money.  Strong performance and financial management skills  Willingness and ability to participate in an out of hours response service  Ability and willingness to travel around the county, including at short notice. |  |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs. | Essential |
| Safeguarding | Demonstrate an understanding of the safe working practices that apply to this role. | Essential |