

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

## **Licensing Technical Officer**

### **Licensing, Regulatory Services**

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.



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## Purpose and impact:

The Licensing Team provide a statutory service for a range of licensing activities including The Licensing Act 2003, Gambling Act 2005, taxis, animal licensing and a range of other miscellaneous licences. Our primary aim is to uphold the licensing objectives, including public safety, prevention of crime and disorder, protection of children from harm and public nuisance.

This role is expected to work with a range of businesses, legal representatives, responsible authorities, members and residents with our duties to carry out consultations, determine and issue licences in accordance with the Councils' scheme of delegation and attend hearings where necessary. The postholder will be expected to provide specialist technical advice, and where necessary make decisions, respond to customer, officer, member and other service requests and enquires.

The Licensing Team carry out a range of enforcement activities, including working with partners on multi-agency checks, in order to fulfill West Northamptonshire Council's (WNC) 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.

The Licensing Team attend a number of partnership meetings where our work can have a real impact in helping to shape our urban and rural areas whilst also working to keep the residents and visitors of West Northants Council safe.

## Accountable to:

This role is accountable to the Licensing Manager and sits within Regulatory Services, part of the Place, Economy & Environment Directorate in West Northamptonshire Council.

## Responsibilities:

1. Receive, determine, carry out consultations and issue all licences within statutory and/or local performance timescales. Carry out any inspections and vehicle examinations which are required to satisfy this objective.
2. Using specialist technical knowledge make an objective assessment of applications and applicants to determine licences having regard to all evidence (DBS; police intelligence; medical; vehicle inspections and other relevant information).
3. Provide specialist technical licensing advice to customers, the public, applicants, elected members, officers and others.
4. 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.
5. Maintain up to date records on databases and other systems ensuring that data protection, management, quality, sensitivity and confidentiality requirements are met.
6. Provide specialist administrative support to ensure that the licensing service is efficient and effective in compliance with all statutory guidance and deadlines.
7. 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.

8. Organise testing and test applicants for hackney carriage and private hire vehicles to assess compliance against local authority criteria (e.g., safeguarding, knowledge test, Highway code etc.)
9. Attend and give evidence for the local authority at court, hearings, reviews and committee meetings to inform where required in accordance with legal and PACE guidance.
10. Assist the Licensing Manager and Licensing Enforcement Officers by contributing to review, drafting and implementation of new and existing policy and procedures.
11. Work in partnership with the police, other local authorities and agencies and contribute to multi-agency enforcement operations; including intelligence gathering and sharing where required.
12. Work and cooperate with any other Council service as required to fulfil the Councils' statutory duties, including joint inspections, investigations and responses and attendance at relevant meetings (e.g. the Safety Advisory Group for large events).
13. Handle and report any intelligence relevant to safeguarding or other duties and priorities to senior managers using the local authority mechanism for reporting.
14. Undertake personal learning development to maintain up to date, specialist technical knowledge; including attending courses, and own research and reading as required; so that the Councils' are able to meet their statutory obligations;
15. Carry out any other duties as directed from time to time consistent with the responsibilities and grade of the post.
16. 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.
17. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
18. 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
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period. Able to use IT applications and update and use databases to input, retrieve and collate data	E	A, I
Able to write letters, reports and emails to communicate with customers, elected members, officers and others	E	I
Able to communicate with customers, the public, officers, elected members and others face to face, on the telephone and in writing	E	I
Ability to work as part of a team	E	I
Ability to deal calmly with difficult situations and people in confrontational situations	E	I
Good organisational ability to manage caseloads and conflicting priorities	E	I
Fully understands their role in the context of safeguarding children, young people and vulnerable adults.	E	I
Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults.	E	I
Able to write and prepare investigative reports, statements and prosecution case files	D	I
Able to locally configure software and generate performance reports	D	I
Able to complete agile working	D	I

Knowledge:	Essential / Desirable	Measured by
Knowledge of licensing law, guidance, policy and procedures for licensing areas including Taxi and the Licensing Act	E	A, I
Knowledge of other local authority services and their interaction with Licensing	E	A, I
Knowledge of enforcement procedures, law and guidance including PACE	E	A, I
Knowledge of the better business program and current government policy on licensing	D	I
Knowledge of the Councils' priorities and how the licensing team contributes	D	I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in local government	E	I
Experience of prioritising; working to tight deadlines; and	E	I

managing a case load		
Experience of PACE and preparing and giving evidence	D	I
Experience of working with partners on multi agency operations	D	I

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSEs including English and Maths grade C or equivalent	E	A
Evidence of continuing professional development	E	A
Clean driving licence	E	A
A Levels or equivalent	D	A
Licensing Qualification	D	A

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**

A basic DBS check will be required

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	Northampton
<b>Job family band:</b>	RT5	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£29,060 - £30,712	<b>Budget responsibility:</b>	
<b>People management responsibility:</b>	No direct reports		

### Working conditions & how we work:

This role may involve working outdoors in all weather conditions

This role has been identified as a part-flexible worker type, this means that you will be able to work remotely from home but will be expected to attend the office on a regular basis, which may be one or two days per week. We are open to discussions about the flexible working arrangements. The post holder will primarily be based in the Northampton office but may be asked to work at the South or Daventry offices. The post holder should be able to work flexibly and be able to attend occasional meetings or compliance checks out of normal office hours, this may include the occasional evenings/weekends.

## 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.

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



# 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.

