



Licensing Enforcement 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 support the Licensing Manager and Team Leaders ensuring that they deliver efficient and effective enforcement and administration of the licensing service. To support the Licensing Managers and Team Leaders in the delivery of the Council's statutory duties and the achievement of its policy objectives.

Accountable to:

This role is accountable to the Licensing Managers and Team Leaders. The role sits within Regulatory Services, part of the Place, Economy and Environment Directorate in West Northamptonshire Council. The role has line management responsibility for staff delivering licensing functions



**West
Northamptonshire
Council**

Responsibilities:

1. To carry out any enforcement which is required to fulfil West Northamptonshire Councils' (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. Licensing activities include Licensing Act 2003, Gambling Act 2005, taxis, street trading, scrap metal, caravan sites, animal licences and any others which may be required. Carry out planned and reactive inspections and investigations in accordance with current law, procedures, policy and guidance for all licensing functions and take appropriate enforcement action.
2. 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. Using specialist technical knowledge make an objective assessment of applications and applicants to determine licences having regard to all evidence including DBS, police intelligence, medical, vehicle inspections and other relevant sources.
3. 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.
4. 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 and provide specialist technical licensing advice to customers, the public, applicants, elected members, officers and others.
5. Maintain up to date records on databases and other systems ensuring that data protection, management, quality, sensitivity and confidentiality requirements are met.
6. Gather evidence in accordance with PACE and RIPA, conduct PACE interviews, prepare prosecution files, liaise with legal advisors and attend and give evidence in court in accordance with current law, policy and guidance and draft reports and represent the local authority at hearings, reviews and committee meetings to inform and present evidence and information.
7. Work in partnership with the police, other local authorities and agencies and participate in multi-agency enforcement operations, including intelligence gathering and sharing where required.
8. Assist the Licensing Manager and relevant colleagues by contributing to the review, drafting and implementation of new and existing policies and procedures and provide technical support and assistance to less experienced team officers as required.
9. 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 Council is able to meet its statutory obligations.
10. To maximise personal productivity, minimise duplication and errors; and manage the Councils information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.

11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken 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, emails and prepare investigative reports, statements and prosecution files to the required standard.	E	A,I
Able to communicate with customers, the public, officers, elected members and others face to face, on the telephone and in writing.	E	A,I
Research and analyse complex work/cases and make decisions	E	A,I
Clean drivers licence and use of a vehicle to undertake duties of post. Ability to travel and work at different sites and at home.	E	A,I
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
Detailed comprehensive knowledge of licensing law, guidance, policy and procedures for at least 50% of licensing areas relevant to the post, but including Taxi and the Licensing Act.	E	A,I
Knowledge of enforcement procedures, law and guidance including PACE and RIPA.	E	A,I
Knowledge of the Councils' priorities and how the licensing team contributes to these.	E	A,I
Detailed knowledge of licensing law, guidance, policy and procedures in all of the licensing areas relevant to the post.	D	A,I
Knowledge of other local authority services and their interaction with licensing.	D	A,I

Relevant experience:	Essential / Desirable	Measured by
Experience of carrying out an enforcement role.	E	A,I
Experience of working in local government.	E	A,I
Experience of prioritising, working to tight deadlines and managing a case load.	E	A,I
Experience of carrying out a licensing enforcement role.	D	A,I
Experience of producing policies and procedures.	D	A,I
Experience of working with partners on multi agency operations.	D	A,I

Education, training and work qualifications:	Essential / Desirable	Measured by
'A' Level or equivalent or relevant experience. English and Mathematics GCSE grades 9 to 4 (A* to C) or equivalent.	E	A,I

Evidence of continuing professional development.	E	A,I
Licensing qualification or working towards one.	D	A,I

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	Primary work base:	The Abbey, The Forum, The Guildhall/OAS
Job family band:	7	Worker type:	Part-flexible
Salary range:	£38 234 - £40 778	Budget responsibility:	None
People management responsibility:	0		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to worker from other work locations and when not working from an office you will be working remotely for up to 3 days a week (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.

