


## GLPC Job Description

	<b>Job Title</b>	Licensing Enforcement Officer
	<b>Directorate</b>	Neighbourhoods and Regeneration
	<b>Department</b>	Regulatory Services – Licensing Team
	<b>Grade</b>	PO2-PO4
	<b>Reports to</b>	Senior Regulatory Services Manager
	<b>Staffing Responsibility</b>	None

### Job Purpose:

1. To change community and individual behaviour through communication, persuasion, advice and guidance, or enforcement.
2. To achieve compliance with statutory requirements through inspection, investigation, monitoring
3. To achieve Council and service unit objectives, improve community wellbeing and economic prosperity

### Principal Accountabilities and Responsibilities:

1. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
2. To carry out inspections, surveys and investigations in respect of the Council's duties and responsibilities under all relevant licensing legislation often in challenging situations and working in conjunction with other teams as required.
3. Investigate complaints and service requests and take appropriate action.
4. To provide specialist and expert advice and guidance to licensees, applicants, general public, Councillors and colleagues on licensing matters, and in particular to interpret new and existing legislation to assess their implications for the community.
5. Undertake enforcement duties in accordance with the service enforcement policy. Prepare cases and evidence for legal proceedings. To appear and give expert evidence at Court, Tribunal or other statutory Hearing.
6. To obtain and consider all available evidence and best practice advice; to undertake consistent, proportionate, targeted, accountable and transparent enforcement action to resolve any identified non-compliances. This may include seizure (including cash), prohibition, closure, etc. and preparation and service of statutory or fixed penalty notices, simple cautions and other legal documents. Where authorised, to execute delegated enforcement powers and act as an Authorised Officer or signatory of the Council.
7. To scrutinise draft Council policies, and write reports, committee papers, procedures, protocols, risk assessments, service plans, action plans and proposals; and advise on their

adequacy within the field of licensing.

8. To represent the Council at meetings, internal or external and liaise with other authorities, agencies, council units, service providers, government representatives, traders, customers and others. To organise and participate in forum groups in relation to specific licensing functions.
9. To prepare reports on premises/activities inspected, following complaints, programmed inspections or as part of surveys, and maintain premises, case, and other records.
10. To prepare and progress licensing reports for Council committees, panels and other meetings as required. Attend and present reports to committees etc. as necessary.
11. To use the Unit's electronic records/data/workflow system to record all activities and outcomes, and plan/prioritise work program.
12. To take an active part in the Unit's debt recovery programme in respect of licensing fees and charges.
13. To work as part of a team and provide support, cover and assistance to other licensing officers when required.
14. The post will involve duties that provide for a service and enforcement activity outside of normal office hours. The post holder will be required to routinely work flexibly and adjust working hours to meet the demands of the service.
15. To change business and individual behaviour to resolve any poor, unsustainable, unsafe or unscrupulous practice, using excellent communication, negotiation, mediation, persuasion, advice and guidance.
16. Working in unsupervised capacity. Carrying out full range of legal and technical duties across all professional areas.
17. To positively participate in career and professional development plan opportunities and undertake such training opportunities as offered.
18. To comply with unit procedures/protocols and with the Council's Health & Safety Policy and all guidance, instructions and risk assessments regarding you and your colleague's safety and well-being.
19. Undertake any other duties commensurate with the general level of responsibility of this post.

This is a career graded post. Progression through the career levels and between grades is determined by annual appraisals that assess qualifications and experience gained, work standards, quality of work and performance.

#### **Additional duties for PO3 level officers – Licensing Enforcement Officers**

20. Lead officer for a specialised area of work.
21. To present Licensing Reports at Committee Meetings.
22. To have responsibility for more complex cases, including prosecution reports, as determined by the Senior Regulatory Services Manager.

#### **Additional duties for PO4 level officers – Licensing Enforcement Officers**

23. To assist the Senior Regulatory Services Manager with the draft development of project plans, policies and protocols etc.
24. To undertake and manage project based work as directed by the Senior Regulatory Services Manager.
25. Develop expertise in a specialist area of Licensing and/or Gambling policy/work and update staff on area of expertise.

#### **Out of Hours Working**

From time to time, as notified by the Senior Regulatory Services Manager there will be a requirement to work outside normal office hours.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

Undertake any other duties commensurate with the general level of responsibility of this post.

<b>DBS Status</b>	Not required
<b>Politically Restricted</b>	No

## Person Specification

	<b><i>To be identified by:</i></b> <i>Application Form(A)</i> <i>Test/assessment (T)</i> <i>Interview (I)</i>
<b>Qualifications and Professional Membership requirements:</b> <ul style="list-style-type: none"><li>• Relevant degree or equivalent</li><li>• Licensing Practitioners Qualification &amp; Nebosh.</li></ul>	A  A

**Knowledge (please specify all essential criteria):**

- Knowledge and understanding of the legislation, regulations, codes of practice and hearing arrangements relating to licensing (in line with career structure) A/I
- Knowledge of the required standards of evidence, Police and Criminal Evidence Act, Criminal Investigation and Procedures and enforcement record-keeping A/I
- Knowledge of the following legislations; Regulatory Reform (FireSafety) Order 2005, Licensing Act 2003, Gambling Act 2005, Health Act 2006, Animal Welfare Act 2006, Employment Act 1989, Environmental Protection Act 1990, Guard Dogs Act 1975, Health & Safety at Work Act 1974, Highways Act 1980, London Local Authorities Act 1990, Pet Animals Act 1951, Performing Animals Act 1925, Poisons Act 1972, Riding Establishments Act 1964/70, Scrap Metal Dealers Act 2013, Sunday Trading Act 1994, Vehicles (Crime) Act 2001, Zoo Licensing Act 1981, Explosives Regulations 2014, Clean Neighbourhood & Environment Act 2005, Police, Factories etc Act 1916. A/I
- Working in unsupervised capacity. Carrying out full range of legal and technical duties across all professional areas. A/I

**Higher grade post holders only in addition to above (PO4)**

*Higher grade post holders will be experienced officers that undertake the full range of enforcement, complex and difficult case management and multi-agency work; skilled in all areas of technical competence and able to use all equipment to its fullest extent. Higher grade post holders must also possess any prerequisite qualifications and/or post qualification experience.*

In addition to all the above requirements and subject to any service unit Career Grade Scheme, additionally:

- To act as a resource of experience, knowledge and expertise in one or more specialist areas and where required, to take a lead in this area. A
- To consider and formally respond to internal and external, legislative, policy, property and case consultations of greatest difficulty and complexity. A
- To take the lead in enforcement and regulation of greatest difficulty and complexity, such as inspection, emergencies, prosecution, appeal, closure, seizure, detention, prohibition, determination, remediation as well as criminal behaviour orders. A/I
- To undertake health, safety or environmental impact analysis, assessment or review of greatest difficulty and complexity. A
- To positively participate in the mentoring and career development of trainees and less skilled or experienced colleagues. A
- To deputise for the Senior Regulatory Services Manager in their absence and provide cover for absences of other front line managers, as required. A/I
- To work with and support other enforcement teams within the Council to tackle entrenched issues. A

<b>Experience (please specify all essential criteria):</b> <ul style="list-style-type: none"> <li>• Significant experience of carrying out risk-based licensing inspections and investigations in line with the career structure.</li> <li>• Experience of preparing and presenting licensing reports to Council committees and other meetings in line with career structure.</li> <li>• Experience of dealing with the public in challenging situations</li> <li>• Experience of using electronic records/data/workflow systems</li> <li>• Evidence of relevant Continuing Personal and Professional Development (CPPD)</li> </ul>	A/I  A/I  A/I  A  A
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<p><b>Skills and abilities (please specify all essential criteria):</b></p> <ul style="list-style-type: none"> <li>• Ability to assess organisation and operational risk, including enforcement;</li> <li>• Able to carry out risk-based licensing inspections, surveys and investigations in a variety of premises in line with the career structure. This includes the gathering and preparation of evidence, carrying out PACE interviews, taking statements, compiling reports, attending court and giving evidence.</li> <li>• Ability to communicate effectively internally and with external partner agencies such as the police and UK Border Agency, to ensure the Council's objectives are reflected in joint operations.</li> <li>• The ability to effectively plan and programme workload to ensure that reporting, case and hearing deadlines are met</li> <li>• The ability to demonstrate a strong commitment to equality, diversity and inclusion</li> <li>• Skilled in managing conflict, negotiating resolutions and remaining professional under pressure.</li> <li>• The ability to work within a multi-skilled team, across different sites and with a wide variety of people</li> <li>• The ability to work out of normal working hours, including attendance at Council and other meetings.</li> <li>• Able to be the council expert, giving specialist licencing and enforcement advice and guidance to applicants, objectors, Councillors and colleagues on licensing law and process. The ability to interpret implications for the community of new and existing legislation.</li> <li>• The ability to write clear and understandable evidence-based reports and correspondence and build evidence files in accordance with legal guidance and evidence rules.</li> <li>• Skilled to presenting evidence to Courts and Committees or at public enquiries.</li> <li>• Able to positively assist the Senior Regulatory Services Manager with service improvements, performance achievements and modernisation.</li> <li>• Significant skills in debt recovery including negotiating outcomes to maximise Council income and secure its obligation to recover fees.</li> <li>• Able to withstand the physical demands of the job, including standing for long periods in all weather for extended periods, lifting goods and recovered items and wearing protective jackets.</li> <li>• Full driving licence and the ability to drive a variety of council's vehicles.</li> </ul>	<p>A</p> <p>A/I</p> <p>A</p> <p>A</p> <p>I</p> <p>I</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p> <p>A</p> <p>A/I</p> <p>A</p> <p>A</p>
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<p><b>List desirable criteria:</b></p> <p><b>Additional duties for PO3 level officers – Licensing Enforcement Officers</b></p> <ul style="list-style-type: none"> <li>• Lead officer for a specialised area of work.</li> <li>• To present Licensing Reports at Committee Meetings.</li> <li>• To have responsibility for more complex cases, including prosecution reports, as determined by the Senior Regulatory Services Manager.</li> </ul> <p><b>Additional duties for PO4 level officers – Licensing Enforcement Officers</b></p> <ul style="list-style-type: none"> <li>• To assist the Senior Regulatory Services Manager with the draft development of project plans, policies and protocols etc.</li> <li>• To undertake and manage project based work as directed by the Senior Regulatory Services Manager.</li> <li>• Develop expertise in a specialist area of Licensing and/or Gambling policy/work and update staff on area of expertise.</li> <li>• The ability to work out of normal working hours, including evenings, night visits, weekends, working at short notice and attendance at Council, Committee and other meetings.</li> </ul>	<p>A</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>
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