

Job Description

Job Title	Regulatory and Licensing Enforcement Officer
Directorate	Neighbourhoods and Housing
Service Area	Supporting Communities
Grade	6
Competency Level	1
Salary	£33,024 - £37,336
Job Type	Office Based
Location	Citywide
Disclosure and barring service (DBS)	Not Applicable
Job Evaluation Ref No	A1353

Job Purpose

To undertake enforcement duties in connection with the licensing of hackney carriage / private hire drivers, vehicles and operators, and to ensure compliance with all terms and conditions relating to the licence. To undertake licensing and regulatory enforcement duties across the full range of the regulatory and licensing service provision as required by the Divisional Manager Enforcement / Operations Manager Licensing, Events and Enforcement.

Directly Responsible For:

Not applicable

Directly Responsible To:

Team Manager Licensing and Regulatory Enforcement

Main Areas of Responsibility:

- To undertake “on site” enforcement / inspection duties particularly late evening / early morning including weekends / Bank Holidays in accordance with the enforcement initiatives that are organised in conjunction with other Council officers and outside agencies such as Merseyside Police
- To undertake enforcement duties in connection with the licensing of hackney carriage / private hire drivers, vehicles and operators & to ensure compliance with the appropriate legislation & with all terms & conditions relating to the licence. To carry out licensing and enforcement duties across the full range of the Regulatory and Licensing Service provision including visits to licenced premises and events, gambling premises, sexual entertainment venues, premises selling hot / cold food and street trading
- To work independently and under the supervision of senior staff with the aim of ensuring efficient and effective service delivery in the enforcement of regulatory services provision including carrying out licensing compliance and enforcement including additional enforcement actions to target illicit business activity, environmental enforcement, food fraud, commercial fraud impacting on licensing compliance and consumer fraud
- To carry out all-enforcement actions and take appropriate judicial intervention in accordance with the authorities prosecution and enforcement policy, code of conduct for Local Authority Regulators and Code of Conduct for Crown Prosecutors

- To pursue and initiate appropriate action against companies / persons not adhering to Licensing conditions / regulations using the established procedures and guidelines
- To attend Committees and other meetings on licensing matters and report on the main points discussed and decisions taken when necessary.
- To write letters, compile reports and prepare evidence for prosecution and committee hearings
- Attend Court and Committee hearings and Proceedings when required and give evidence in actions arising from licensing or other regulatory enforcement and compliance actions
- Liaise with all Regulatory Enforcement staff and staff from other Departments and Agencies
- To take responsibility for the Service Area vehicles and equipment used
- To receive and deal with calls into the office either by person or telephone / email and to keep proper records as appropriate
- To participate in all aspects of training and development as directed and using all relevant learning opportunities to improve personal skills and competencies so as to improve effectiveness, and efficiency of service delivery. To participate in all internal and external training programmes as directed by the Head of Service to ensure a minimum competency capability in accordance with the National Competency Framework for Local Authority Regulators.
- To provide training to other officers within the service area in order to improve and develop CPD Programme within the service area
- To act in accordance with the City Council's standing orders and financial regulations and its policies and procedures that relate to your employment
- To take responsibility for meeting annual personal targets / KPIs whilst ensuring the highest standards of performance and service delivery are always provided

- To carry out any other relevant duties as may from time to time be assigned including those which are in the interest and / or improvement of the service, or in response to the exigencies of the service
- To commit themselves to out-of-hours work / shift work, for which appropriate overtime / allowances will be available in line with City Council policies.
- To keep a full driving licence
- To embrace the City Council's commitment to equal opportunities and to follow and promote non-discriminatory practices in all aspects of work undertaken

Supervision and Management Responsibility:

- No line manager or supervisor responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The jobholder will be required to work outdoors and outside of the regular office hours including nightshifts, weekend work and bank holidays. The jobholder may be exposed to disagreeable or unpleasant environments. This may be inclement weather, verbal abuse, disagreeable complainants, and disagreeable transgressors. This will be on a routine basis

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at competency level 1.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Requirement as determined by the Divisional Manager Enforcement to undertake and obtain the relevant statutory or professional qualifications commensurate to the post (A)

Desirable

- Full Membership of a relevant professional institution
- Trained in criminal investigations including the application of PACE, CPIA, RIPA and other legislation governing such investigations
- Trained and experienced in Civil Court / Committee processes and procedures
- Relevant minimum statutory or professional qualifications commensurate to the post

Experience

Essential

- Supervisory experience working as part of a multi-disciplined team (A/I)

Desirable

- Experience of working in a Quality Assured environment
- Experience in Civil and Criminal Law environment

Skills/Abilities

Essential

- Ability to absorb complex and technical legislation and theories (A/I)
- Ability to communicate in written and oral formats (A/I)
- Good inter-personal and customer care skills (A/I)

Desirable

- Ability to apply legal knowledge to resolve problems
- Presentation skills
- IT literate
- Attention to detail
- Ability and willingness to lead and undertake investigations and attend Court / Committee proceedings as determined
- Ability to work with and harness the output from the team and other partners
- Commitment to continuous improvement
- Ability to prepare and present information to a range of audiences

Commitment

Essential

- Willingness to work on a rota system that includes night-time working outside of normal office hours, weekends, bank holidays, including attending meetings (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

- Willingness to get involved with front-line enforcement work, dealing with crime and breaches of legislation at all levels (A/I)

Desirable

- Willingness to work as a member of a multi-disciplined team
- Willingness to work with partner agencies
- Full driving licence, prepared to drive service vehicles (including vans)