

## Job Description

<b>Job Title</b>	Regulatory and Licensing Compliance Officer
<b>Directorate</b>	Neighbourhoods and Housing
<b>Service Area</b>	Licensing and Public Protection
<b>Grade</b>	7
<b>Competency Level</b>	2
<b>Salary</b>	£39,513 - £44,711
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building / Citywide
<b>Disclosure and barring service (DBS)</b>	Not Applicable
<b>Job Evaluation Ref No</b>	A9253

## Job Purpose

To undertake a wide range of Licensing duties across the full range of the Neighbourhoods service provision that include premises licensing, gambling licensing, licensed and unlicensed events.

### Directly Responsible For:

Not applicable



## **Directly Responsible To:**

Operations Manager Licensing and Enforcement

## **Main Areas of Responsibility:**

- To ensure compliance with relevant regulatory and licensing legislation and provide information and guidance to businesses and residents
- To investigate alleged non-compliance with, and carry out projects relating to, legislation enforced by Licensing and Public Protection Service, taking appropriate action, including the preparation of reports, statements and warning letters as necessary
- To prepare and serve papers required for Court or other Regulatory hearings and to appear in Court as a witness when required
- To assist with the day-to-day licensing functions of Licensing and Public Protection Service
- To attend the relevant Licensing Committee as required to provide advice to Members on all relevant licensing issues and to produce reports, and information on related issues as required
- To receive and process complaints and enquiries from members of the public, Councillors, Cabinet Members, Mayors Office, Members of Parliament and the Ombudsman in accordance with agreed service standards
- To keep accurate records of all visits and actions. To maintain a personal notebook as issued by the City Council and ensure that all visits / actions are properly logged on appropriate files and / or reports are provided promptly. This includes the updating of electronic records
- To develop and foster effective working relationships with internal and external partners, including but not limited to, Environmental Health, Highways, Planning, Building Control, Merseyside Police, Merseyside Fire Brigade, Culture

- To maintain and update the services website and ensure all forms and information are correct and up to date
- Attendance at Safety Advisory Group meetings / Joint Agency meetings, both online and in person
- To take part in initiatives to provide education, advice and information to appropriate groups concerning the work of Regulatory and Licensing Service
- To carry out any other relevant duties as may from time to time be assigned including the development of specialist skills and knowledge, as may be determined by the Licensing and Public Protection Management Team or any member(s) of it in response to the exigencies of the service
- To participate in all aspects of training and development of staff, including the maintenance of disciplinary standards, as directed. Use all learning opportunities to develop personal skills necessary to improve effectiveness, efficiency and delivery of service in recognition of the Portfolio's business and service targets. The post holder will be required to sign up to the appropriate CPPD Scheme
- 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 take responsibility for meeting annual personal targets / KPIs whilst ensuring the highest standards of performance and service delivery are provided at all times
- To commit themselves to reasonable out-of-hours work, for which appropriate overtime will be available in line with City Council policies
- It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the City Council, and 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

## **Supervision and Management Responsibility:**

- No supervisory or line manager 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:**

- Periods of time working outside the office, in and around the City of Liverpool

## **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 2.

[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

- Trained and experienced in Civil Court / Licensing Committee processes and procedures (A)

### Desirable

- Possession of or willingness to undertake relevant statutory or professional qualifications commensurate to the post
- Full membership of a relevant professional institution
- Trained in criminal investigations including the application of PACE, CPIA, RIPA and other legislation governing such investigations
- Full UK driving licence, prepared to drive service vehicles (including vans)

## Experience

### Essential

- Experience working as part of a multi-disciplined team (A,I)

### Desirable

- Experience of working in a Quality Assured environment Miscellaneous Licensing



- Experience in Civil and Criminal Law environment

## Skills/Abilities

### Essential

- Ability to absorb complex and technical legislation and theories (A,I)
- Ability to apply legal knowledge to resolve problems (A,I)
- Ability to communicate in written and oral formats (A,I)
- Ability and willingness to lead and undertake investigations and attend Court / Committee proceedings as determined (A,I)

### Desirable

- Presentation skills
- IT literate
- Ability to work with and harness the output from the team and other partners
- Commitment to continuous improvement
- Good inter-personal and customer care skills
- Ability to prepare and present information to a range of audiences

## Commitment

### Essential

- Willingness to work out of normal office hours, 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 work with partner agencies (A,I)

## Desirable

- Willingness to get involved with front-line enforcement work, dealing with crime at all levels