WELWYN HATFIELD

Role Profile

This section provides key information relating to the role

Job Title:	Licensing Team Leader		
Post No:	P00222	**Grade:**	L
Team:	Regulatory Services	**Location:**	Campus East
Responsible to:	Regulatory Services Manager		
Responsible for:	Licensing Technical Officers x 2 Licensing Technician		

Overall job purpose:

The Licensing Team Leader is the senior professional officer within the Licensing team with responsibility for the implementation of the Licensing Act 2003, Gambling Act 2005, Vehicle Licensing, Motor Salvage, Scrap Metal Regime, Street Trading, and other Licensing functions, including regulation and enforcement activities.

The Licensing Team Leader will support Regulatory Services Manager in the delivery of Licensing functions and is responsible for providing technical support to the team. The post holder will also undertake proactive and reactive work, namely Licensing Premises inspections and responding to a range of service requests.

The Licensing Team Leader has managerial responsibility for up to three professional and technical staff, and the delivery of the work programme.

To support the strategic development and delivery of the Licensing service.

To ensure that all service objectives, targets and service levels are understood, monitored and performed by all members of the team.

Work in collaboration with other services, and senior management to ensure that services are joined up appropriately and are aligned to the achievement of the Council's aims and objectives.

Key areas of focus:

1.	The role of the Licensing Team Leader is to assist the Regulatory Services Manager in maintaining consistently high and legally compliant standards. To act as the lead covering all Licensing matters including day-to-day staffing issues. This may include representing the Council at any Committee, management meetings or site meetings.

2.	To develop, implement and undertake inspections, sampling, investigations and other such duties. To be responsible for the operational delivery of a wide range of licensing regimes (which may vary from time to time); including taxis, alcohol sale, sexual entertainment, gambling, pavement licenses and miscellaneous other street-based licenses and consents. Ensure compliance with appropriate legislation.
3.	To implement the team objectives, ensuring that all determined targets and service levels are understood, monitored and performed by all members of the team.
4.	To liaise as appropriate with the Council's key licensing partners e.g. Police, Trading Standards, DVSA Officers, HMRC officers and VOSA. Together with the Regulatory Services Manager to respond to enquiries, information requests, consultations received from them.
5.	To assist in the management of the Licensing service and in the formulation of policy and the development of service initiatives, including development of the annual service plan and other policies.
6.	To respond to and investigate cases of alleged incidents and requests for service.
7.	To lead on data gathering for Freedom of Information Act and Subject Access Request responses relating to team activity and support the Regulatory Services Manager in responding to Environmental Information Regulations requests.
8.	Where necessary, be able to provide other teams and departments with legal advice relating to matters within the remit of the Licensing Team.
9.	To ensure that enforcement issues are progressed even-handedly, fairly and transparently and that compliance with the Regulators Code principles and the Business Units enforcement policy is monitored and adhered to. To be responsible for and have the discretion to initiate investigations to detect and rectify serious breaches of a wide range of legislation. To interview witnesses, take statements, collect, prepare and collate evidence correctly, thoroughly, professionally and in accordance with Police and Criminal Evidence Act 1984 (PACE) and departmental procedures to prepare prosecution reports and to act as a witness in Court on behalf of the Council.
10.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council’s equalities and diversity priorities.
11.	To assist with the development and implementation of positive strategies in enforcement and service provision. Assist with investigations by maintaining contact with customers, stakeholders, and others. Assist with the collection of evidence for legal proceedings to be taken by the Council. As necessary, you will be required to work outside normal office hours, for example to undertake evening inspections/visits, investigating accidents or attend Committee meetings.

12.	To comply with the Council's Health and Safety Policy and all guidance and instructions on safety matters. Maintain confidentiality of all computer and filing systems and comply with the Council's policies on data protection and information security.
13.	To assist with the promotion of the service. To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and to assist with the training and development of others, including students. Ensure that officers have the necessary competencies to perform the tasks assigned to them.
14.	Play a pivotal role in the safeguarding of vulnerable individuals, ensure appropriate safeguarding referrals are made.
15.	To manage any relevant contracts within the service area.
16.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
17.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	**Essential**	**Desirable**	**Assessment Criteria**
Qualifications and experience			
Educated to degree level or extensive experience of licensing administration/enforcement or other regulatory role.	x		AP/AS/IN
Certificate of Higher Education in Licensing Law or equivalent.		x	AP/AS/IN
Additional qualifications in management and or leadership.		x	AP/AS/IN
Proven track record in Licensing	x		AP/AS/IN
Knowledge			
Experience of management within Licensing including undertaking 121's.		x	AP/AS/IN

Significant depth of experience working in Licensing including Taxi Licensing, Alcohol Licensing, Sexual Entertainment Venues, Pavement Licensing, Animal Activities and gambling.	x		AP/AS/IN
Must be able to demonstrate an ability to undertake complex specialist / technical work and to make independent decisions without supervision on a regular basis, recognising personal limits and when to ask for assistance and support.	x		AP/AS/IN
Preferably good knowledge of finances and sound budget management in order to manage the service within the budget limits.		x	AP/IN
Skills and abilities			
Experience of analysing, reporting and presenting data.	x		AP/AS/IN
Good written, spoken and listening communication skills. Ability to keep accurate and appropriate notes and records.	x		AP/AS/IN
The ability to communicate effectively (both verbally and in writing) with all sections of the public, peers and business community. Confident in liaising with Council managers, Councillors, and staff from outside organisations. Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.	x		AP/AS/IN
Ability to manage own workload and meet statutory deadlines, often requiring rapid re-prioritisation of workload with an understanding of legal processes governing enforcement work	x		AP/AS/IN
Ability to exercise judgment, sensitivity and discretion to develop and manage stakeholder relationships and assigned cases.	x		AP/AS/IN
Supervisory/management skills to manage and motivate a team in order to achieve performance targets.		x	AP/AS/IN

High level of resilience and ability to remain composed under pressure.	x		AP/AS/IN
Other attributes			
Willingness and ability to attend and give evidence at Council Committees and Court and to work alone or as part of a team maintaining accuracy and attention to detail throughout daily work	x		AP/AS/IN
To hold a full driving licence valid in UK and have access to a motor vehicle	x		AP/AS/IN
Working knowledge of MS packages	x		AP/AS/IN
Willingness and ability to work outside of normal office hours	x		AP/AS/IN
Able to understand and have a commitment to relevant Council Diversity and Equality policies.	x		AP/AS/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours

Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.