

Job Description and Person Specification

Post Title: Licensing Team Leader

Reports to: Environmental Health Manager

Scale: Scale 6

Politically Restricted: No

Overall Purpose

- To advise, give guidance, day to day management of the Licensing and Animal Welfare Team, undertake inspections/investigations and ensure an effective enforcement programme on all licensing and animal welfare matters.
- To support the Environmental Health Manager with the delivery and management of the stray dog's functions.
- To provide appropriate mentoring, advice, support and training for officers within the licensing team.
- To promote a customer focused approach and engage proactively with the transformation of services.

Key Roles, Tasks and Responsibilities

1. To act as lead officer for Licensing Services such as but not limited to – premises licenses, gambling, taxi and hackney carriage, beauty licenses, animal boarding establishments, pet shop licenses, riding establishments, dog breeding, dangerous wild animals and street trading.
2. To manage the Licensing function for the authority, delivering the service to users fairly and without discrimination. Dealing with applicants, visitors and callers in a calm and effective manner.
3. Be responsible for line management for staff within the Licensing section, including performance management, ensuring staff perform to the best of their ability, absence management, identifying and reviewing training and development needs and providing advice and guidance to less experienced colleagues.
4. To prepare, update and implement policies and procedures in relation to appropriate legislation changes and updates.
5. To maintain relevant, up to date, knowledge of legislation, technology and information systems relating to the Licensing function.
6. To research and analyse new legislation, statistical and other data, utilising this to give a high level of advice to members and other officers on appropriate legislation, and to ensure a comprehensive licensing service is provided.
7. To be responsible for carrying out inspections, visits & investigations in respect of the work areas listed above. Where necessary these may be complex and in-depth and involve other enforcement interventions in order to secure compliance with legislative requirements.

8. To be responsible for ensuring that records are up to date and registers are satisfactorily maintained and to complete the relevant returns and performance indicators. To manage and maintain the licensing software database.
9. To prepare and present reports as required for the relevant committees, hearings and in support of legal proceedings, and to appear at Court as a witness in the event of cases and prepare and deliver refresher training to members as necessary.
10. To be responsible for the examination of DBS enquiries to ensure compliance with relevant legislation.
11. To prepare and deliver a licensing enforcement programme each year agreed with the Environmental Health Manager.
12. To represent the Authority at countywide meetings.
13. To ensure communication with businesses and members of the public meet the highest standards to deliver a consistently high level of customer satisfaction.
14. To work in partnership with other agencies and authorities to develop and deliver efficiencies and service improvements. Including but not limited to working with the police regarding major events that are taking place across the district.
15. To ensure that all related information relating to the service on the external Blaby District Council website is relevant and up to date.
16. In circumstances where formal enforcement action is necessary the post holder should have the ability to take decisive action and be resolute in the pursuit of compliance.
17. Manage the day-to-day budget of the section, reconciling the various incomes, preparing budget forecasts and expenditure, exercising control over the spending of the section.
18. To be flexible in approach to the work of the Licensing Team, undertake any other duties as may be deemed necessary and where appropriate or when directed to do so by any of the Environmental Health Manager or Group Manager.
19. The postholder will be required to undertake some inspections, investigations or attend meetings outside of normal working hours. There will be a requirement to undergo designated training sessions as necessary, which may be at other establishments. This includes attendance at Cabinet and Committee meetings.
20. All officers are expected to contribute and work towards the on-going policies on Community Development, Best Value, Environmental Issues, Crime and Disorder and Equal Opportunities.

Post Characteristics

Allowances: solo protect lone working device, mobile phone and laptop provided, essential car user, one paid professional subscription (Institute of Licensing / CIEH)

On call/emergency situations: no formal on call arrangements but may be required to deal with emergencies. This includes core Licensing functions and wider emergencies the Council may be dealing with.

Security/safeguarding checks: DBS Enhanced

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

- Good Knowledge of Licensing Legislation and procedures in a Local Authority. Specific knowledge in the Licensing area (3,4*)

Desirable:

- Knowledge of Local Government & other Government Health organisations (3,4*)
- Knowledge of enforcement procedures (4*)

Experience

Essential:

- Experience with proven independent working and achievement of targets (3,4*)
- Experience of writing and presenting reports and presentations (3,4*)
- Experience in customer focussed environment (3,4*)

Desirable:

- Experience of managing budgets (3,4*)
- Managing, leading and or motivating a Team (3,4*)
- Experience of enforcement procedures (3,4*)

Skills/Abilities

Essential:

Scale 5:

- Excellent verbal and written communication (2,3,4*)
- Able to work as part of a team and support less experienced colleagues (3,4*)
- Persuasive and diplomatic (4*)
- High level of competence in office and database systems (3,4*)
- Able to work on own initiative, manage conflicting priorities and work under pressure (2,3,4*)
- Excellent time management skills and work to deadlines (3,4*)
- Able to maintain accurate records (3,4*)
- Analyse and interpret technical data (3,4*)
- Work with, and develop plans and systems to deliver the service (3,4*)
- Demonstrate a strong customer care approach in all aspects of work (3,4*)

Desirable:

- Able to manage projects (3,4*)

Qualifications/Training

Essential:

- Qualifications in English and Maths (minimum GCSE grade C or equivalent) (3,5*)

Desirable:

- Licensing qualification (3,5*)

Other

Essential:

- Flexibility to carry out evening and weekend inspections and visits as required (4*)
- Management of lone working (4*)
- Full current valid UK driving licence and a car available for work at all times which is insured for business use (5*)

Desirable:

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Environmental Health Manager

Latest Version Date: April 2024

Job Evaluation Ref: A1894