

## **Be Bold, Make a Difference, Show you Care**

### **JOB ROLE PROFILE AND PERSON SPECIFICATION**

Post Title and Number: Senior Licensing Enforcement Officer

Present Grade: P01

Dept: Environment and Communities Directorate

Service/Section/Team: Consumer Protection – Licensing

Reports to (title): MM1 Principal Licensing Officer

#### **Purpose of the Role:**

1. To support and achieve Council and individual objectives and plans.
2. To exercise all delegated statutory powers.
3. To lead in the Licensing Act, Gambling Act, Scrap Metal Dealers Act, street trading legislation (for example, pavement licensing) and other legislation as required (for example, Massage and Special Treatments and smoke-free premises).
4. To undertake inspections, test purchases and investigate complaints (including statutory noise nuisance) to achieve legal compliance; and to undertake other duties associated with the role, as may be required.
5. Regular attendance at Licensing Committee meetings to present evidence for Responsible Authority Representations (objections) and/or licence reviews on behalf of the Council.

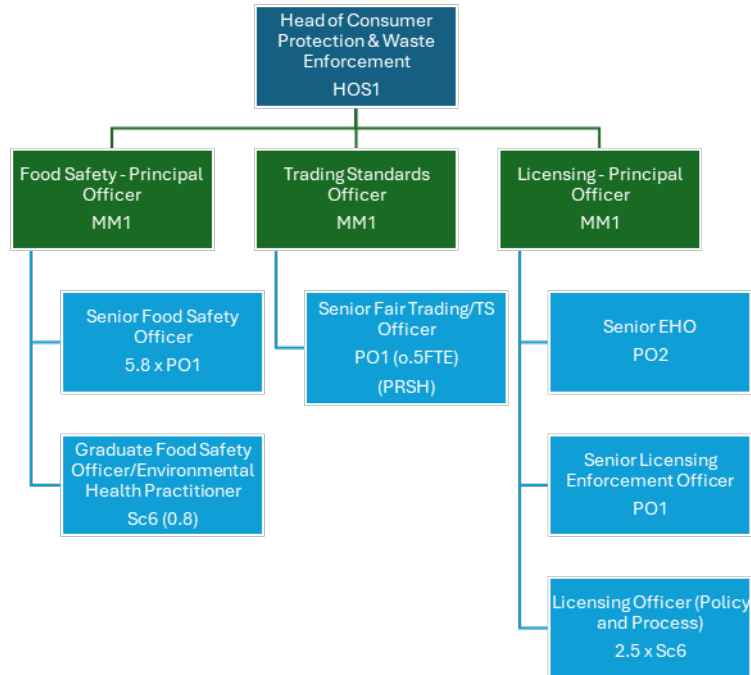
#### **Dimensions including Structure Chart:**

##### **1. Annual budgetary amounts with which the role is either directly or indirectly concerned:**

No direct budget responsibility

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### 2. Structure Chart:



### 3. Number of direct reports:

No direct reports, however, the post holder is expected to provide specialist/technical guidance to trainees and/or other members of staff in aspects pertaining to their specialist technical knowledge. In addition the post holder will be required to lead, direct and supervise colleagues and other agencies when conducting certain operational tasks, (e.g. project work and test purchases).

### 4. Nature of reporting relationship between post holder and line manager

Reports directly to the MM1 Principal Licensing Officer

### 5. Any other relevant statistics

The post holder must be able to travel to premises inside and out of the borough. The post holder will be required to work flexibly, there will be some working outside of core hours (i.e. evenings and weekends) in order to meet the requirements of the post.

Visits may involve high risk environments and officers may be exposed to conflict and aggressive situations. The post holder will be expected to undertake a dynamic risk assessment of all scenarios and ensure the safety of themselves and others.

The post holder will be required to undertake visits alone.

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### Key Accountabilities:

<b>Accountabilities</b>	<b>Anticipated level of time</b> H = High M = Medium L = Low
<p>1. Undertake statutory and non-statutory duties commensurate to the post and grade, as duly authorised. This will include the management of an operational workload but is not limited to:</p> <ul style="list-style-type: none"> <li>• Lead officer with specialist technical knowledge of the Licensing Act, Gambling Act, Scrap Metal Dealers Act and street trading legislation. In addition, to enforce other statutory licences such as massage and special treatment and animal welfare (where qualified).</li> <li>• Investigate complaints in relation to both licensed and unlicensed premises. This may include for example, licensing breaches, underage goods, illicit goods, vapes, and smoke-free breaches.</li> <li>• This includes investigation of statutory noise nuisance and service of relevant notices under the Environmental Protection Act 1990.</li> <li>• Respond to any Members Enquiries, Subject Access Requests and Freedom of Information Requests.</li> <li>• Undertake inspections and test purchases, to determine compliance, for example, with licensing law and associated licence conditions, underage products, illicit goods, vapes, and smoke-free breaches.</li> <li>• Provide technical advice and guidance to businesses.</li> <li>• Identification of legal contraventions; drafting and service of notices and or preparation of prosecution files.</li> <li>• To conduct investigations and other enforcement work with regard to legislation, such as the Police and Criminal Evidence Act (PACE), the Regulation of Investigatory Powers Act (RIPA), Criminal Proceedings and Investigations Act (CPIA) and Human Rights Act (HRA), internal quality systems, and in accordance with the Council's Enforcement Policy.</li> <li>• To appear as a witness and give evidence in court and or at Licensing Committee hearings.</li> <li>• Provide complex, technical advice and guidance to relevant stakeholders including the public, applicants, solicitors, objectors and statutory bodies.</li> <li>• To represent the Council, including attendance at meetings, internal or external and liaise with relevant stakeholders including other authorities, council services, solicitors, businesses and residents.</li> <li>• To be the first point of contact for Police Licensing and undertake joint working with Police to address complaints and licence applications.</li> <li>• Co-ordinate shifts, create tasking, and monitor and action outcomes for all licensing Out Of Hours (OOH) work. This includes participation in this service.</li> <li>• Out of Hours work includes monthly joint visits with Police</li> </ul>	High

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<p>Licensing.</p> <ul style="list-style-type: none"> <li>• Attendance at large scale events to check for licensing compliance and noise issues.</li> <li>• Promotion and delivery of the Council's Pub Watch and Bet Watch Schemes.</li> <li>• Draft press articles.</li> <li>• Respond to statistic data requests and run reports as and when requested for management.</li> </ul>	
<p>2.</p> <ul style="list-style-type: none"> <li>• Prepare and submit the Responsible Authority/consultee representations and licence reviews for the purposes of the Licensing Act, Gambling Act, Scrap Metal Dealers Act, street trading, and other legislation.</li> <li>• Excellent negotiation skills required to mediate on representations as appropriate.</li> <li>• Respond to licence applications within statutory deadlines.</li> </ul>	High
<p>3. Regular attendance at Licensing Committee to present evidence of Responsible Authority/consultee representation(s)/objections and/or licence review(s) on behalf of the Council.</p>	Medium
<p>4. The postholder will be expected to bring professional judgment and legal interpretation to cases and to take enforcement decisions within delegated powers report with minimal reference to senior officers.</p>	High
<p>5. To prepare and agree specialist work projects assigned to the team involving the participation of relevant stakeholders and other agencies where necessary. This will involve some supervisory responsibilities.</p>	Medium
<p>6. Undertake any other duties commensurate to the grade of the post as reasonably requested by management and where required work outside core hours.</p>	Medium
<p>7. Carry out all accountabilities in compliance with the Council's Policies and Procedures contributing to the success of the Consumer Protection team through:</p> <ul style="list-style-type: none"> <li>• Provide high quality, sound, timely and accurate professional advice, guidance and information relevant to the post.</li> <li>• Maintain professional competency and keep up to date with relevant legislation, codes of practice and technical requirements relevant to the post. This may involve responding to formal government consultations.</li> </ul>	High
<p>8. To use computer-based databases and record keeping programmes to accurately enter and record information about work activities according to the Council's data quality principles.</p>	High

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### **Key Relationships (Internal and External):**

1. Elected Members and MPs
2. Officers from other departments
3. Residents
4. Businesses
5. Legal Representatives
6. Stakeholders – Police; HMRC; Immigration; London Fire; other local authorities; Statutory and Government agencies (e.g. Institute of Licensing; Gambling Commission).

### **Equality and Diversity:**

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

### **Health and Safety:**

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council's Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health & Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### **Corporate Health and Safety Responsibilities**

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake;
2. Following safety rules and procedures;
3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and
4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

- take part in safety training and risk assessments and suggest ways of reducing risks; and
- take part in emergency evacuation exercises.

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Employees shall report all accidents, “near miss” incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

### **Information Security:**

In order to protect the confidentiality, integrity, and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

### **Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice:**

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.



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### PERSON SPECIFICATION

**Job Title:** Senior Licensing Enforcement Officer

**Grade:** P01

**Department:** Environment and Communities Directorate

**Team:** Consumer Protection - Licensing

	<b>HOW TESTED</b>
	Application – A Test – T Interview – I
<p><b>Job Specifics – Skills, Experience, Knowledge &amp; Abilities</b></p> <p><b>Essential:</b></p> <ol style="list-style-type: none"> <li>1. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public.</li> <li>2. Demonstrate excellent working knowledge and experience in the investigation of complaints, inspection of businesses and enforcement including serving notices, of : (a) licensing law in particular relating to the Licensing Act, Gambling Act, Scrap Metal Dealers Act and street trading legislation plus (b) statutory noise nuisance, underage goods, illicit goods, vapes, and smoke-free breaches.</li> <li>3. Demonstrate effective joint partnership working with all stakeholders, particularly Police Licensing.</li> <li>4. Significant experience in the preparation and response of Responsible Authority/consultee representations and licence reviews, plus attendance at licensing sub-committee to present such representations/reviews. This must be achieved with minimal supervision.</li> <li>5. Significant experience of working with minimal supervision when undertaking criminal investigations/service of legal notices to a high professional standard. This will include excellent knowledge, investigative skills and experience in identification of offences, gathering and recording evidence, interviewing suspects and preparing prosecution reports.</li> <li>6. Ability to work outside of core hours (i.e., evenings and weekends), manage varied workload with competing priorities;</li> </ol>	<p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p> <p><b>A/I</b></p>



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<p>providing specialist technical advice and guidance; ensuring excellent communication skills and commitment to achieving a high level of customer service.</p> <p><b>Desirable:</b></p> <ol style="list-style-type: none"> <li>1. Experience of the massage and special treatment licensing in accordance with the London Local Authorities Act.</li> <li>2. Experience of licensing under animal welfare/activity legislation.</li> </ol>	<p><b>A/I</b></p> <p><b>A/I</b></p>
<p><b>Behaviours</b></p> <p>Appropriate behaviours are key to the delivery of our vision for Enfield.</p> <p>We want staff who will work collaboratively, flexibly and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels;</p> <p><b>Take Responsibility</b> We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.</p> <p><b>Open, Honest and Respectful</b> We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.</p> <p><b>Listen and Learn</b></p>	<p><b>A/I</b></p>

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<p>We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer's point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.</p> <p><b>Work Together to find solutions</b> We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.</p> <p><b>Candidates: Please ensure you address these behaviours in your responses to the essential (and desirable if applicable) criteria above.</b></p>	
<p><b>Competencies:</b></p> <p><b>Candidates: Please ensure you address these competencies in your responses to the essential (and desirable if applicable) criteria above.</b></p> <ol style="list-style-type: none"> <li>1. Customer focus</li> <li>2. Deliver service performance</li> <li>3. Focus on continuous improvement</li> <li>4. Political awareness and context</li> </ol>	<p><b>A/I</b></p>
<p><b>Qualifications &amp; Professional registration criteria</b></p> <p><b>Candidates: Please ensure you address these qualifications in your responses to the essential (and desirable if applicable) criteria, you will be expected to meet these requirements of the role and they will be explored with you at interview.</b></p> <ol style="list-style-type: none"> <li>1. Diploma/degree in relevant qualification – Essential.</li> <li>2. A Certificate of Higher Education in Licensing Law - Desirable.</li> <li>3. BIIAB Level 2 Award for Licensing Practitioners (Gambling) - Desirable.</li> </ol>	<p><b>A/I</b></p>

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<p>4. BIIAB Level 2 Award for Personal Licence Holders - Desirable.</p>	
<p><b>Special requirements</b></p> <p><b>Candidates: Please note you will be expected to meet these requirements of the role and they will be explored with you at interview.</b></p> <ol style="list-style-type: none"> <li>1. Flexibility to work outside of core hours (i.e. evenings and weekends), and where directed outside the Borough.</li> <li>2. Able to travel around the borough for inspections and visits.</li> </ol>	<p><b>A/I</b></p>