



Job description

Job title: Licensing and Regulatory Enforcement Officer

Post No:

Grade: Band 9

Directorate: Growth and Regeneration

Reports to: Team Leader Licensing

Purpose of the job

To support the work of the Regulatory service. To be responsible for the efficient and effective response to breaches of licences, permits and registrations, complaints, routine inspections and enforcement action, principally (but not exclusively) under the Council's Licensing functions and to remedy any undesirable effects in the interests of public safety, the 'licensing objectives' and the public credibility of the Council.

Main areas of responsibility

To help meet the Council's corporate priorities by delivering effective enforcement which promotes the development of a thriving town centre and rural offer which will ensure that Melton continues to be recognised as a great place to live, visit and invest.

To deliver quality services to our residents and business by understanding what really matters to our customers and ensuring compliance with all relevant statutes, regulations and policies.

To manage a portfolio of enforcement cases arising from complaints or enquiries into breaches of policy or legislation, using, as appropriate, the full range of early intervention and enforcement measures available in line with enforcement principles and policies.

To assist the Environmental Health Team when required.

To be responsible for ensuring that Council policies, government legislation and other statutes are upheld, including Data Protection (& GDPR), Health & Safety at Work and Diversity and Inclusion.

To ensure the accurate recording of all casework using existing systems to monitor progress, case development and enforcement and to provide expert advice and guidance to residents, businesses and officers for the management of enforcement matters.

To contribute and assist with reviews of the effectiveness of the service and develop strategies which promote a culture of continual improvement.

To be financially aware and ensure that the Council operates a customer focussed but cost effective enforcement service.

To take appropriate action to ensure Council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults are met.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

You will be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.



Person specification

You will be customer-focussed, proactive, team player with excellent communication skills, capable of delivering complex technical information to a wide range of stakeholders and customers in a clear and unambiguous manner.

You will have a flexible attitude, be able to work under pressure, take initiative and work autonomously within the boundaries of the role.

Have the ability to manage a complex caseload and prioritise work effectively to deliver the required outcomes.

You will have developed professional skills in the preparation of evidence for formal action or prosecutions, including, gathering evidence through surveillance, statement taking and conducting formal interviews with alleged offenders.

Have a thorough knowledge of the Police and Criminal Evidence Act (PACE) and the requirements of the Regulation of Investigatory Powers Act (RIPA).

Have a thorough understanding of escalation and will understand the importance of a graduated response when contemplating a range of enforcement options, including verbal advice, informal and formal warnings, cautions and official notices under the relevant legislation.

You will have a deep understanding of the role of legal process and have thorough knowledge of the judicial procedure, ensuring that appropriate and timely legal action is taken through to successful completion.

You will have experience of case preparation, including the production of correspondence and reports as required to Managers, Committees and Appeal Hearings and Courts of Law.

You will have demonstrable experience in successful stakeholder engagement and liaison with relevant external agencies such as the Police, Fire Service, Trading Standards, Environmental Health and Community Safety.

You will be able to demonstrate a comprehensive approach to work by achieving successful outcomes through collaborative working and partnering.

You will have experience in the participation of joint operations with the Police and other partners in order to obtain evidence and assist in detection and prevention measures to reduce the incidence of crime.

Have the ability to work with victims, complainants and/or perpetrators and ensuring support and interventions are applied to secure a positive outcome.

You will be confident and comfortable with attending court to deliver evidence and will be experienced in servicing notices, supporting witnesses or victims and be capable of providing mediation when required.

Have knowledge of all local authority licensing legislation, enforcement tools and interventions relating to (but not exclusively) licenses, permits, Taxi/Private Hire matters, caravan licensing, animal welfare and invasive registrations. A knowledge of Environmental Health areas of responsibilities is desirable.

Have a flexible attitude towards work and understand that to ensure a customer focussed outcome, working extended periods may be required.

Understanding of and commitment to Health and Safety legislation and guidance.

You will be familiar and competent with the full suite of Microsoft Office applications, including MS Word, Excel and Power Point. A working knowledge of a licensing database is desirable.

Good report writing and presentation skills, being able to deliver to all levels of the organisation including Members and other external organisations.

Excellent communication and inter-personal skills.

Qualifications

You will be educated to National Qualification Framework (NQF) level 3 (e.g. A level / BTEC / NVQ level 3) or be capable of demonstrating equivalent industry experience and hold a relevant professional qualification or are following a course of study leading to the above.

Have access to a vehicle and hold a full UK driving licence.