

EPPING FOREST DISTRICT COUNCIL ROLE PROFILE

JOB TITLE: Licensing Compliance Officer

PURPOSE OF THE JOB:

Be responsible for the day to day management of functions within postholder's area and for the delivery of outcomes.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Take collective responsibility for ensuring excellent services are provided to our residents.

Work collaboratively across the Licensing Team to bring about change and improvements to service delivery within finite resources.

KEY RESPONSIBILITIES

Corporate

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Demonstrate the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for the community. Partners and the Council.

Service

To carry out the administration of the Taxi Licensing regime and the inspections and enforcement of all licenced premises and animal welfare establishments in order to meet the Councils licensing objectives and protect public safety.

To collaborate with stakeholders, internal and external partners to deliver service objectives in providing safe entertainment events.

To represent the Council at magistrates' court, tribunals and the Councils Licensing Sub-Committee to provide factual, sound and professional evidence

To use technology efficiently and effectively to deliver and improve service objectives in line with the corporate plan.

Duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

SKILLS/KNOWLEDGE/ATTRIBUTES

Education	<p>Relevant professional degree/qualification or demonstrable equivalent work experience</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role.</p>
Experience	<p>Worked within an organisation of comparable scale and complexity.</p> <p>Excellent working knowledge of all aspects of Licensing including the inspection and enforcement of animal welfare establishments, licensed premises and the Taxi Licensing regime</p> <p>A demonstrable track record of providing an efficient, effective, service to customers</p>
Knowledge & Skills	<p>Strong inter-personal and communication skills, including the ability to establish positive working relationships with key stakeholders, partners and colleagues that generate confidence and respect.</p> <p>The ability to analyse issues and set them down in a variety of written forms in a clear and concise manner dependent upon the recipient, to include recommendations for action where appropriate.</p> <p>To be able to give evidence effectively to courts, tribunals and hearings.</p> <p>A good understanding of the use of technology for the delivery of modern, streamlined services and processes.</p> <p>Proven IT skills, using MS Office to its full potential and attention to detail.</p> <p>A thorough appreciation, knowledge and understanding of the current issues facing local government.</p> <p>An understanding of dealing with political sensitivity issues.</p> <p>Ability to quickly understand the organisation and its business drivers.</p> <p>Well organised and able to cope with heavy workload, using initiative to plan ahead, set and reset priorities, dealing with ever changing demands</p>
Behaviours	
Trust	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>The ability to take responsibility for actions, learn from mistakes through constructive feedback and trust colleagues.</p> <p>Self-aware and understands how own style and behaviour impacts on the performance of others</p>
One Team	<p>Collaborative approach to knowledge sharing across teams.</p>

	<p>Successfully work as part of a team to achieve performance and results.</p> <p>Demonstrate strong emotional intelligence and resilience.</p>
Performance	<p>Strong focus on outcomes.</p> <p>Proactive and tenacious in approach.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development</p>
Innovation	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
Customer	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community involvement.</p>
Other Requirements	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>You may be required to attend off site meetings either by public transport, your own means of transport or if available, a council vehicle.</p> <p>Able to attend inspection visits, meetings or events etc outside normal working hours.</p>