

**Manchester City Council
Role Profile
Licensing Officer Level 2, Grade 7
Licensing Unit
Planning Licensing & Building Control
Directorate for Growth and Development**

**Reports to: Section Manager – Training and Compliance
Job family: Compliance and Regulation**

Key Role Descriptors

The role holder will contribute to the delivery of a high-quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and enforcement of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will be responsible for the evaluation and quality control of the function and will drive continuous improvement in service delivery.

Key Accountabilities

Provide sound advice and guidance to stakeholders with regards to enforcing standards and regulating community activity, using a wide range of compliance and regulation knowledge to realise sustainable solutions.

Lead on the delivery of Manchester City Council's statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard

Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The Planning, Building Control and Licensing Service is pivotal to the delivery of key objectives for the Council. Each of the three specialist areas focuses on supporting the City's growth ambitions essential to provide new jobs and pathways to ensure everyone benefits from employment opportunities; new homes that offer a mix of tenure, and development that is safe, inclusive and responds to climate change.

Through the various legislative regimes, the service finds innovative ways to assist and contribute to the Council aims and objectives; ensuring processes are robust to withstand challenge.

This post will play a key role in delivering the licensing function within the service, supporting both the day and night-time economy, and wider transport strategy.

It will involve ensuring compliance with Licensing policies, liaising with applicants, licence holders and partners; delivering high quality investigative casework, proactive street-based compliance activity and preparing good quality statements and reports to support effective formal action as necessary in accordance with the corporate enforcement approach.

Main Function of the Role

- Assess licence applications in reference to Licensing Policy and make relevant representations on behalf of the Licensing Authority, including as a Responsible Authority
- Attend / organise non-office-based compliance related activity as necessary (visits/inspections of premises or locations to assist in the review of an application or to investigate concerns)
- Attend street-based operations detecting taxi and private hire offences, including conducting PACE interview at scene if required
- Investigate and prepare taxi and private hire prosecution files for referral to legal
- Investigate and prepare taxi and private hire case review reports and present reports to Sub-Committee
- Provide technical advice to partners as a representative of the Licensing Authority

The role holder will also be able to:

- Give evidence in Licensing Committee hearings and Court as necessary



- Train/brief other officers/partners on legislative/policy positions
- Give advice to customers and Members
- Train customers if required to cover for other team members



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience. Speaks fluently, expresses opinions, information, and key points of an argument clearly, makes presentations and undertakes public speaking with skill and confidence. Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.
- **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Creative Skills:** Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.

Technical Requirements (Role Specific)

- Possession of Professional Licensing Practitioners' Qualification
- PACE Interview trained or willing to undertake training
- Detailed knowledge of the legislative and regulatory framework of a licensing authority and demonstrable experience of working in the Licensing field or similar regulatory service, with direct experience of enforcement activity.
- Willingness to work a minimum of 20 night shifts (including at weekends) on a rota basis per annum.