

**Manchester City Council
Role Profile**

**Licensing Officer Level 1, Grade 6
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 provide high quality, customer focused, flexible and timely support thereby contributing to the achievement of objectives of a high-quality service.

The role holder will be involved in enforcing standards and/or regulating community activity.

The role holder will have an understanding of the impact of statutory regulations, legislation and national guidelines on core regulatory activities.

The role holder will be responsible for advising the public and external stakeholders on compliance and regulatory processes.

Key Role Accountabilities:

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

Deal effectively with requests within designated timescales and maintaining accurate records of all relevant investigations, inspections and meetings.

Provide technical and legislative advice in interpretation and enforcement of relevant legislation to officers across the Organisation. Assist in the review and translation of statutory regulations, legislation and national guidelines.

Work closely with key stakeholders to develop and maintain effective partnerships, linkages and greater coordinated working ensuring effective community and member engagement and clear channels of communication

Ensure that complex information is interpreted to a high standard and potential solutions are communicated to relevant parties

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 roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. 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 customers, applicants, licence holders and partners; delivering high quality investigative casework and proactive street-based compliance activity in accordance with the corporate enforcement approach.

The main function of the role:

- Investigate complaints about taxi and private hire licence holders, taking statements and identifying the best resolution in accordance with the relevant policies; referring cases identified for licence review or legal action to a Level 2 Licensing Officer
- Attend 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
- Deliver formal training to driver applicants and licence holders

The role holder will also be able to on occasion:

- Give evidence in Court as necessary
- Give advice to stakeholders, colleagues and Members
- Support in the preparation of case reports / legal files

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:** Ability to communicate clearly and effectively taking account of individual need including consideration of accessibility issues. 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.
- **Analytical Skills:** Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.
- **Planning and Organising:** Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority
- **Problem Solving and Decision Making:** Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. be logical in thinking and explain reasoning behind decisions or actions taken
- **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.

Technical requirements (Role Specific)

- PACE Interview trained or willing to undertake training
- Knowledge of the legislative and regulatory framework of a licensing authority and experience of working in the Licensing field or similar regulatory casework service.
- Experience of delivering training in a formal setting or willingness to undertake training
- Willingness to work a minimum of 20 night shifts (including at weekends) on a rota basis per annum.