

**Manchester City Council
Role Profile**

**Licensing Section Manager (Training and Compliance) Grade 8
Planning, Building Control and Licensing
Growth and Development
Reports to: Licensing Service Manager
Job Family: Compliance and Regulation**

Key Role Descriptors

The role holder will provide professional consultation, support and guidance for team members, colleagues and external stakeholders to assist in professional decision making and approve specific decisions in relation to the implementation, enforcement and translation of statutory regulations, legislation and national guidelines.

The role holder will be responsible for the delivery of an effective, high quality operational, inspection, compliance and regulation service through the provision of detailed technical regulatory knowledge in order to protect the health, safety and wellbeing of Manchester residents.

The role holder will effectively liaise and engage with customers and stakeholders and ensure quality customer focused services are delivered within performance and quality targets.

Key Accountabilities

Provide effective management, coordination and direction of a compliance and regulation function ensuring adherence through a variety of interventions whilst communicating the authority's vision, corporate values, aims and objectives.

Develop and administer thorough investigative procedures and regulatory protocols.

Identify and support the implementation of change and improvements in support of organisational and compliance and regulation strategies.

Effectively develop, manage, and quality control multi-agency referral processes to ensure excellence and effectiveness in targeted service delivery.

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.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism, providing ad hoc advice as required.

Develop and deliver process improvement plans and strategies in accordance with agreed time, quality, budget and other performance criteria within the Council.

Ensure that the team work within statutory guidelines and maintain relationships with other teams to ensure the highest standard of service delivery.

Monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the service.

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.

The post holder will manage a highly specialist team of officers as a sub-section of the Licensing Unit, delivering all delegated enforcement powers under the constitution. The team will also provide training to applicant and licensed drivers and work with other service areas and across the directorate to ensure there is a high level coordinated and holistic approach to how the service operates. This will ensure the teams remain focused on delivering quality and performing to the highest of standards.

Main Function of the Training and Compliance Sub-Section:

- Assess licence applications in reference to relevant Licensing Policies 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
- Deliver Training to driver applicants and licence holders
- Provide technical advice to partners as a representative of the Licensing Authority

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:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. 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:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources. Ability to take a large quantity of data from a number of different and sometimes conflicting sources and analyse into trends / results.
- **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. Demonstrate excellent judgement skills under competing priorities and pressure.
- **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. Strong decision making skills with the ability to resolve complex issues in a pressurised environment.
- **Policy Skills:** Key analytical skills to consider the impacts of policy options and plan appropriate communications and reporting mechanisms. Ability to use cost-benefit analysis to inform decisions on competing priorities.
- **Financial Management:** Ability to monitor and maintain expenditure, ensuring that financial targets are met, and being accountable for any areas where budget and expenditure exceed their agreed tolerances.
- **People Management:** Ability to lead, manage and motivate staff to high levels of performance in order to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives. Can also lead and plan the work of the team which deals with more diverse issues.

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.