

Team Leader (Licensing Enforcement)

Role

Service: Regulatory Services – Place Directorate
Band: Band 9
Reporting to: Regulatory Services Manager (Trading Standards and Licensing)
Responsible for: Licensing Enforcement Team



TRAFFORD
COUNCIL

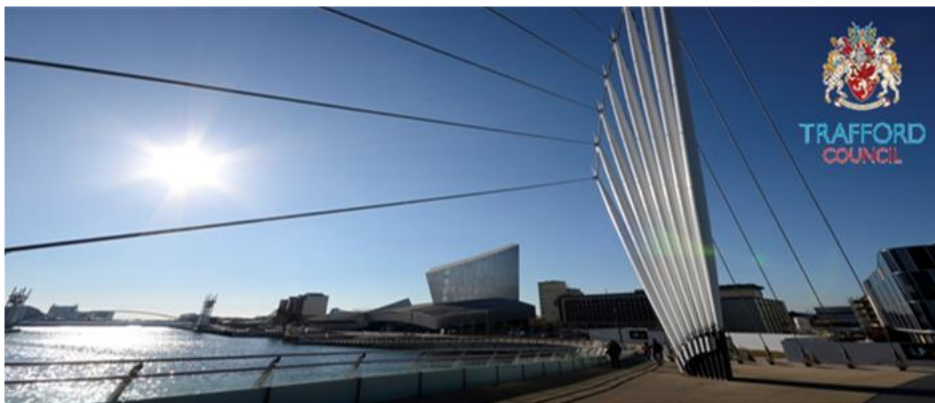
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Licensing Enforcement team is part of Regulatory Services in Trafford Council. The Licensing Enforcement team carry out a range of regulatory and enforcement functions in the areas of licensing and registration, including taxi and private hire vehicles, alcohol and entertainment, gambling, street trading, charitable collections and scrap metal dealers.

Other teams within Regulatory Services include Environmental Health, Environmental Protection, Private Sector Housing, Pest Control, Trading Standards, Building Control, Community Safety and Emergency Planning.

The Licensing Enforcement Team are crucial to the Council meeting its statutory requirements in the above areas and the team provide specialist knowledge and advice in these topics. The work undertaken by the team directly contributes to the Council's corporate priority of reducing health inequalities.

Your Main Priorities

- Responsible for providing leadership to a team of professional officers, under the direction of the Regulatory Services Manager, developing and managing the Team to ensure that the service is tailored to secure the best possible outcomes for local communities, customers and our staff.
- Ensuring work is planned and undertaken in accordance with statutory requirements, directives, codes of practice, national guidance, local byelaws and the Authority's policies and work procedures.
- Ensuring that the Council discharges its statutory duties to enforce an extensive range of complex legislation and manage competing priorities, to maintain and improve standards, with the aim of protecting residents, visitors and employees in Trafford.

Key duties

- Managing the day-to-day operational functions of the Licensing Enforcement team and contributing to the strategic planning across the Regulatory Services.
- Ensuring the Licensing Enforcement team investigate complaints relating to the licensing of premises, persons, vehicles and events; ensuring legislative requirements are met and, where necessary, taking enforcement action, legal proceedings and/or measures to review, vary, suspend or revoke a licence.
- Providing the team direction during investigations and to lead on complex cases associated with the role.
- Ensuring the effective enforcement of licence provisions and conditions, and co-ordinating enforcement. Meeting the obligations of the Licensing Act 2003 in relation to being a Responsible Authority including submitting reviews and making representations.
- Producing and presenting reports for the Public Protection Sub-Committee and Licensing Sub-Committee.
- Leading on the co-ordination of enforcement activity at licensed events.
- Participating in the development and ensure the delivery of local objectives for the service and to develop team plans as required.
- Timely production of written policies, reports and briefings as required and assisting the Regulatory Service Manager to ensure that all relevant statutory and non-statutory statistical returns are completed.
- Attending the Safety Advisory Group, acting as triage in relation to events management, and other relevant meetings (national, regional and internal), external working groups, court hearings, appeals and public events.
- Personally provide high level advice and support for members and senior officers on all aspects of licencing enforcement in line with the Council's policies and procedures.
- Providing leadership support, supervision and ensuring the effective motivation and development of staff.
- Developing and maintaining effective working relationships with the Council's various stakeholders including partner organisations, external agencies and public.
- Assisting the Regulatory Services Manager in the management of delegated budgets and promoting the delivery of income generating activity including Primary Authority work and requests for specialist advice.
- Undertaking any other duties, commensurate with the job grade that may arise, as required.

About You

Qualifications and Professional Development

- Educated to degree level or equivalent professional qualification and experience in a relevant discipline
- Professional Licensing Practitioners Qualification or a willingness to undertake this qualification
- Evidence of continuous personal and professional development

Experience and Knowledge

- Substantial specialist knowledge and experience relevant to specific areas work (e.g. current issues, risks and legislation and guidance relating to licensing and registration, including taxi and private hire vehicles, alcohol and entertainment, gambling, street trading, charitable collections and scrap metal dealers).
- Substantial experience in team leadership and performance management within the specific fields of work
- Successful track record of working with public and private sector bodies and understanding the competing demands to prioritise incoming workload on a risk basis to secure compliance
- Experience of working in a range of multi-agency and partnership settings and interpreting complex regulatory requirements to achieve compliance across a wide range of disciplines
- Experience of dealing with members of the public
- Experience of financial management / income generating activity
- Experience of undertaking investigation work and legal processes, preparing and presenting reports
- Experience of the relevant IT and packages (i.e. Microsoft) and the Civica (APP) software system
- Knowledge of local issues relating to Trafford borough and an awareness of the current strategic issues and challenges facing the specialist areas dealt with by the team and Regulatory Services in general

Skills and abilities

- Excellent communication skills (verbal and written) with the ability to communicate and present complex information effectively to a wide range of audience in a way that is clear and understandable to the recipient
- Strong interpersonal skills including negotiating, influencing, conflict management, mediation, and engaging with a wide range of audiences including Directors of large organisations, members, and senior leaders
- Ability to motivate staff and contribute towards effective team working in order to achieve service objectives
- Proactive and innovative approach to working with businesses and partners to secure positive outcomes

- Highly developed analytical and strategic thinking skills; able to investigate, analyse, interpret complex information, identify risks and opportunities, and formulate solutions
- Able to make sound judgements based on evidence and expertise, and able to make timely decisions using own initiative
- Excellent organisational and planning skills; able to plan, prioritise and manage workload over extended periods, producing accurate work to a high standard within deadlines
- Ability to remain focussed and work well managing conflicting demands

Special Conditions

- Car User / full driving license needed in connection with the duties required
- Willing and able to travel to and work at different sites across the borough of Trafford
- Unsocial hours/weekend work will be required on a rota system – working 14.5 hours in each four-week period outside of core hours (after 7pm on Mondays to Fridays, or anytime on a Saturday, Sunday, or Bank Holiday). These hours count towards contracted hours of 36.25 per week

Date prepared/revised	Updated role profile – 13/03/2024
Prepared/revised by	N Smith / C Whittle / C Hay / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.