

Job specification

Job title: Public Protection Officer Licensing

Service: Regulatory Services – Licensing

Grade: G7

Reporting to: Licensing Manager

Your job

The Licensing Team forms part of Regulatory Services in our Places Directorate.

The team administers and enforces the requirements of the Licensing Act 2003, Gambling Act 2005, Taxi and Private Hire Operators, Drivers and Vehicles, Street Trading, Charitable Collections and other miscellaneous licences e.g. Scrap Metal, Animal Health.

You will be responsible for ensuring compliance with legislative and policy requirements, and will undertake appropriate action, including formal legal proceedings.

You will also be required to undertake associated administrative duties relating to the role.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an on-going basis you will:

- Undertake inspections and advisory visits to businesses and holders of licences, registrations and permits to ensure compliance, and advise on legislative requirements
- Investigate and take appropriate action on legislative breaches, including gathering evidence, preparing and taking witness statements, preparing prosecution files and attending court and Committee where necessary.
- Prepare and present reports to the relevant Committees and sub-committees on licensing matters, under the direction of the Licensing Manager
- Refresh licensing policies to reflect legislative changes or best practice
- Work with statutory organisations, authorities, internal and external partners, interested parties and other groups, as required to fulfil the functions of the team
- Comply with all criminal procedural legislation, including RIPA, CPIA and PACE
- Participate and contribute to the development of a range of projects, surveys and initiatives across Regulatory Services
- Provide training, mentoring and support to other staff across regulatory services teams, to enable the sharing of knowledge across teams
- Keep abreast of legislative changes within the remit of the post
- Provide excellent customer care to residents, businesses and members
- Contribute to the development and implementation of the Licensing Service Plan
- Receive and respond to complaints and service requests falling within the remit of the team
- Work with statutory organisations, authorities, interested parties and other groups, as required to

fulfil the functions of the team

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:

- A minimum of 5 GCSE's at grade C or higher (or equivalent), including Maths and English
- A Certificate of Higher Education in Licensing Law, BIIAB National Licensing Practitioners
- Qualification for Licensing Act and Gambling Act (or equivalent recognised licensing qualification) or relevant experience in licensing or a relevant enforcement field
- A demonstrable knowledge of issues relating to all aspects of licensing functions, enforcement and applicable legislation
- Experience of enforcement and investigating legislative breaches
- The ability to research, analyse, interpret and present information to different audiences, including the interpretation of legislation and analysis of data
- Experience of effectively working to associated service/team plans and achieving clear quality standards, targets and outcomes
- A good understanding of the use of new technologies in improving services, and modernising working processes
- Good interpersonal skills and the ability to work effectively with other colleagues, businesses, residents and partners
- Good planning and organisational skills, including prioritisation and self-monitoring of workload to ensure optimum efficiency and effectiveness of the team
- The ability to work flexibly in line with business demands, including outside of normal working hours including evenings and weekends
- Hold a current valid driving licence or can demonstrate the ability to travel as required using own or public transport in the most effective manner

Our culture

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

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough