

ROYAL BOROUGH OF KINGSTON UPON THAMES
CORPORATE & COMMUNITIES

ROLE PROFILE

Division: Regulatory Services

Grade: H/I

Job Title: Senior Licensing Officer

Post Number: K318104

RELATIONSHIPS

1. Responsible to:

- Lead Officer - Licensing

2. Management responsibility for:

N/A

3. Important internal relationships:

- Other Lead Officers and Service Managers.
- Support service staff (HR, ICT, contact centre etc)

4. Important external relationships:

- Relevant partner organisations (statutory and non-statutory to the Council)
- Other local authorities
- Relevant government departments and services, particularly the Police, London Fire Brigade, HSE and SGSA
- Residents' groups
- Trade bodies, local businesses, general public

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs employees who thrive in an agile and networked organisation and who can support continuous improvement within a constructive organisational culture.

MAIN PURPOSE OF JOB

To provide a range of professional and/or technical services within a shared service across two council areas carrying out a portfolio of regulatory, compliance, enforcement and related activities.

KEY PRIORITIES / MAIN RESPONSIBILITIES

Performance

- Work with line manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement

- Support operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Support Kingston's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Use new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminate paper-based processes wherever possible.

Delivery

- As a member of a team, provide services to the communities within Kingston and Sutton through the shared service delivery model across the two council areas covering a range of disciplines within regulatory services (as agreed).
- To arrange and organise a personal case/workload, within boundaries agreed with the relevant Service Manager, but also taking the initiative in responding and adjusting to the changing demands of the team as required.
- Process licence applications and associated paperwork through to issuing the various types of licences and permits, preparing reports and appearing at Licensing Sub-Committees where contested applications are determined by a hearing.
- Be a mentor and provide support to other members of the team.
- Take a lead role in public safety, particularly in respect of events and sports ground safety, supporting the boroughs Safety Advisory Groups.
- Where appropriate, raise representations to licence and event applications, preparing and leading on formal action and the bringing of reviews and legal proceedings
- Undertake unaccompanied visits and inspections (unless concerns exist about personal safety or specialist advice required in support) to residential and business premises in response to both reactive complaints and proactive risk-based inspection programmes.
- To review information and evidence gathered during a regulatory and compliance visit or inspection and formulate an appropriate response e.g. no action, informal advice or formal action. Subject to approval, you would normally have the autonomy to proceed without reference to a more senior officer.
- Consistent with the above, to initiate and take responsibility for sending letters, emails and formal notices to individual members of the public and businesses/organisations on relevant regulatory and enforcement matters, seeking specific approval from the Lead Officer or Service Manager in more complex cases or where required by scheme of delegated authority and commensurate with individual knowledge and experience.
- To critically analyse qualitative and quantitative evidence and data provided or collected to establish whether an intervention is required to protect health, safety or welfare.
- Provide accurate and up-to-date information for the Lead Officer and Service Manager as required, assisting with effective budget setting and monitoring, ensuring best value for money from the team service budget(s), including maximising income and reducing costs.
- Maintain effective and direct communication with statutory agencies (e.g. HSE and SGSA) and other relevant individuals, organisations and bodies that the Council has contact with.

- To provide cover and support across other service teams, as and when required as part of a generic approach to the deployment and management of resources. This will require a broad knowledge and understanding of key environmental health and trading standards issues outside of the individual's immediate area of professional and/or technical training and experience.
- To initiate and support related enforcement action and judicial proceedings within the terms of delegated responsibilities coming under the remit of the role. This may include preparing a case file of evidence for possible prosecution and making recommendations for action to be approved by the Service Manager.
- Act as an 'expert witness' in appearing and presenting evidence in legal (court) proceedings where required in the role as investigating officer and be prepared to be cross-examined and challenged in a court environment.
- Support joint working and strong team relationships across two council areas to ensure the most efficient and effective deployment and use of staff and financial resources in support of the agreed common council priorities, as set out in the respective corporate plans.
- Follow working practices and approaches to communication that will address potential different cultural and behavioural differences and expectations across the two councils to promote a single-service approach to service delivery.
- Maximise personal performance, engagement and contribution to support a culture of aspiration and continuous improvement.
- Support the communication of clear performance standards, taking account of internal and external requirements within the context of continual improvement and report and address any variances to the Team Leader..

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

Our Values

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- **S**upportive of trying new ideas, with the courage to change direction.
- **T**ransparent and connected in all that we think, say and do.
- **A**ppreciative of each other, recognising and celebrating success.
- **R**espectful of difference and valuing diversity.

PERSON SPECIFICATION

Division: Regulatory Services

Job Title: Senior Licensing Officer

Post No: K318104

Grade: F/G/H/I

	Essential	Desirable
Qualifications	An appropriate qualification in Licensing, Environmental Health, Trading Standards or equivalent	Membership of the Institute of Licensing, Chartered Institute of Environmental Health, Trading Standards Institute
Experience	Minimum of 2 years knowledge and experience within a licensing and/or public safety enforcement role;	<p>Experience in a local authority or other public sector regulatory and compliance settings.</p> <p>Experience of one or more recognised specialist areas of environmental health and/or trading standards.</p> <p>Specific qualification in one or more specialist area.</p>
Abilities:	<p>Leading People</p> <ul style="list-style-type: none"> ● Understand and support a commitment to the shared service. ● Helps to support a strong sense of cohesion and team spirit ● Contribute to a team working culture that is open and responsive to change <p>Delivering Services</p> <ul style="list-style-type: none"> ● Understand the key influences on both councils and how these relate to the service area ● Recognise financial pressures and the need to provide value for money and maximise return on investment ● Identify and respond to customer needs, working with them to provide innovative solutions ● Understand the links and relationships between both council's directorates and services ● Consistently display commitment to positive and open way of working ● Support strong working relationships across both the councils and with partner organisations 	

	<ul style="list-style-type: none"> ● Recognise the role that technology plays in improving the service <p>Personal Effectiveness</p> <ul style="list-style-type: none"> ● Manage your own case/workload within the boundaries of autonomy agreed with the Team Leader. ● Use a range of communication styles to influence others ● Prepare good quality written communication and reports ● Demonstrate a high level of personal drive and energy that sets an example to others ● Demonstrate a determination to achieve challenging targets ● Display a commitment to own personal development and learning ● Actively promote a culture that values equality and diversity Is flexible and adaptable to changing goals and circumstances ● Anticipate and respond proactively to organisational change, continuously looking for ways to improve services. 	
<p>Our Values :</p>	<p>Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:</p> <ul style="list-style-type: none"> ● Supportive of trying new ideas, with the courage to change direction. ● Transparent and connected in all that we think, say and do. ● Appreciative of each other, recognising and celebrating success. ● Respectful of difference and valuing diversity. 	

Key Competencies

Stakeholder Management

- Establish and maintain effective working relationships with all relevant internal and external key partners.
- Promote effective service alliances with other partners, service providers and stakeholders so as to improve the efficiency and effectiveness of the services the joint service offers. Ability to identify and prioritise stakeholder interests, requirements and level of influence.
- Gains the commitment of all stakeholders, including the most challenging.

Flexibility

- Ability to adapt in response to new information or changing circumstances, and is open to new methods, new systems, technology, ideas, approaches.
- Works and collaborates effectively in unstructured or dynamic environments.
- Stays focused and keeps his or her team focused during times of uncertainty or change.
- Understands that ambiguity is a normal part of doing business and communicates that to people in the service.
- Anticipates changes in the internal and external environment (e.g., organisational, market, products, and systems) and adapts accordingly.
- Uses new ideas to reengineer work processes or make changes in how resources are allocated within the business.

Commercial Thinking

- Demonstrates an interest in business and an understanding of the wider environment in which an organisation operates: its customers, competitors and suppliers.
- Has an understanding of the economics of the business, and understands the business benefits and commercial realities from both the organisation's and the customer's perspectives.
- Awareness of the need for efficiency, cost-effectiveness, customer care and knowledge of the market place in which the service operates.

Creativity

- Ability to use your imagination to look at a problem in a fresh way and come up with a new solution
- Able to generate new ideas and develop a variety of approaches to solving problems, through synthesising and reorganising existing information.