



## Your job

**Job Title: Licensing Enforcement Officer (Level 2)**

**Service: Regulatory Services - Licensing**

**Grade: 8 (Level 2)**

**Reporting to: Licensing Manager**

As a Licensing Enforcement Officer (Level 2) you will work in a busy and energetic team covering a wide range of different licence functions including Taxi / Private Hire and Licensing; Alcohol, Entertainment and Late-Night Refreshment (Licensing Act 2003); Gambling; Animal Activity Licences, Safety at Sports Grounds, Scrap Metal; Street Trading; Charitable Collections; and many more.

You will undertake a varied workload, including investigating complaints, carrying out inspections, and enforcing the requirements of the different licence functions within the remit of the team.

You will be responsible for ensuring compliance with legislation, local conditions and policy requirements, and will take appropriate action, including formal legal proceedings, where applicable.

You will support the Licensing Manager in the ongoing development of Initiatives and Campaigns which can raise standards in the Borough.

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

### **Mandatory Statement**

The Council is committed to complying with 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.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

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## **In this job you will:**

On an on-going basis you will:

- Receive and respond to complaints and service requests falling within the remit of the team.
- Undertake inspections and advisory visits to businesses and holders of licences, registrations and permits to ensure compliance, and advise on non-compliance or legislative requirements.
- Investigate and take appropriate action in response to complaints, legislative breaches, or other licensing issues, including gathering evidence, preparing and taking witness statements, preparing prosecution files, suspending licences 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.
- Act as a Responsible Authority in line with the Licensing Act 2003 and Gambling Act 2005.
- 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.
- Provide training, mentoring and support to other staff across Regulatory Services, 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
- 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

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## **In this job you will need:**

You must be able to demonstrate the following essential requirements:

- A minimum of 5 GCSEs at grade C or higher (or equivalent), including Maths and English

- A recognised licensing qualification which includes as a minimum the Licensing Act 2003, Gambling Act 2005 and Taxi / Private Hire Licensing or established experience covering a range of licensing functions, within the remit of the Licensing Team.
- A BTEC Level 3 Certificate for Animal Inspectors (SRF).
- Established experience undertaking inspections and advisory visits to businesses and holders of licences, registrations and permits to ensure compliance, and advise on non-compliance or legislative requirements.
- Established experience of investigating and taking appropriate action in response to complaints, legislative breaches, or other licensing issues
- 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

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## 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 **TeamWigan** behaviours.

<b>Be Positive</b>	“ Take pride in all that you do and support and develop yourself and others. ”
<b>Be Accountable</b>	“ Be responsible for making things better, enabling change and supporting improvement. ”
<b>Be Courageous</b>	“ Be open to doing things differently and working collaboratively with others. ”
<b>Be Kind</b>	“ Be helpful, generous and thoughtful towards yourself and others. ”

