

Job Description

Job Title: Licensing Enforcement Officer / Senior Licensing Enforcement Officer	Service Area: Licensing & Trading Standards Team	
Directorate: Licensing & Regulatory Services, Environment & Sustainable Transport	Post Number: Fusion 21440 2520 / 10024886	Evaluation Number: 7203/7203a/7203b,7203c
Grade: PO1/PO2/PO3/PO4/ (Linked career grade)	Date last updated: 01/04/2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

The aim of the Licensing Enforcement Team is to improve the quality, safety and standards of licensable activity, public events and sports ground safety provided by businesses, event organisers and promoters, through the use of a range of intervention strategies. These include enforcement, licensing, education, advice and informal action.

Newham is a challenging borough undertaking strong partnership work with the Metropolitan Licensing Police and other business partners and landowners. This area of regulation deals with complex licensed and high footfall premises demanding a high level of professionalism, partnership and collaborative working, communication skills and technical ability covering the breadth of licensing from the Gambling Act 2005, to the Licensing Act 2003 and the Safety of Sports Grounds Act 1975.

Newham is the home of the multi-purpose London Stadium home of West Ham United FC; the Queen Elizabeth Olympic Park is home to venues for Sadler's Wells, the V&A museum, the BBC, and the Abba Voyage Arena; and Westfield Stratford City, the largest urban shopping and leisure destination in Europe. In the South of the borough there is the Royal

Docks, home of the Greater London Authority, and the ExCel, the largest exhibition and events centre in London. This area has seen an expansion in licensed premises and events, from Formula E to Silverworks Island, and the Beams Centre for New Culture. Newham benefits from having a very diverse community with an extremely busy and varied events schedule that serves both local and the wider communities, including the oldest faith based street procession in the UK, and a diverse licensed sector of over a thousand premises including a developing night time economy and an ambitious cultural aspiration.

Job Summary

The post holder will:

- Hold broad technical knowledge and experience of the practical application of the Licensing Act 2003, the Gambling Act 2005, the Safety of Sports Grounds Act 1975 and Street Trading under the London Local Authorities Act 1990 (as amended).
- Be part of a team providing a comprehensive licensing service in respect of activity regulated by the licensing and certification of the supply of alcohol, regulated entertainment, sports, gambling and similar leisure activities, or other activities subject to a licensing or certification regime, through action in a range of intervention activity including the processing of applications, enforcement, education and advice.
- Reports to the Licensing Partnerships Officer and Team Leader for Licensing & Trading Standards.
- Have line management report for one or more technical support staff and lead in a policy area, project or objective for the service.
- Be required to work evenings, weekends and occasional public holidays, in order to meet service requirements. This principally consists of enforcement visits with partnership teams to regulate the night time economy. They will also be expected to work remotely in the field or at any suitable office location.
- Support the events enforcement officer and Safety Advisory Group function, and therefore have competency in event operations and public safety, including knowledge and competency in the full range of health and safety at work requirements, including the Health and Safety at Work etc. Act 1974.
- Have a high level of familiarisation with the Statutory Codes of Practice covering events, principally the Purple Guide for event safety, the Green Guide for safety at sports grounds and the Yellow Guide for places of entertainment.
- Be required to make representations regarding licence applications (as the responsible public authority) and attend licensing committee hearings; have working knowledge of the relevant legislation and local authority processes and procedures in respect of Licensing, and working knowledge of the Police & Criminal Evidence Act 1984; and the rules around the processing and handling of information and evidence.
- Be able to take a measured, stepped approach to enforcement.
- Have strong communication skills both verbal and written.
- Have a positive and constructive attitude to working with a wide range of partners and a desire to problem solve.
- With a recently introduced pre-application advice service, and a focus on mediation, the post holder must understand both the expectations of residents and elected Members, as well as being commercially aware of the needs of businesses and the importance of the night-time economy and licensed sector.
- Due to the nature of the role a full manual driving licence is required as well as an enhanced DBS check.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Scale PO1 Duties and Responsibilities

1. To maintain a comprehensive knowledge of licensing and gambling law and its application through the administration of policies and procedures.
2. To keep detailed written records, contemporaneous notes and complete accurate and timely entries into the Uniform/Idox case management software database.
3. To receive, assess and compare applications for licences against agreed standards.
4. To make an initial assessment on licence conditions compatible with premises operating plans.
5. To audit and assess plans and other details/arrangements of premises.
6. To organise, liaise with and receipt of requests for service from consultative groups, including members of the public.
7. To investigate service requests in relation to licensing, gambling and other prior consent and public safety legislation matters and take appropriate action having regard to service and corporate objectives and performance standards.
8. To keep up to date with organisation, policy and legislative changes in order to provide up to date information to customers and assist in problem solving.
9. To participate in licensing, gambling and safety at sports ground and prior consent related operations and/or projects.
10. To be part of an effective and co-operative team encouraging and fostering a pleasant working environment.
11. To show imagination, initiative, diplomacy, resourcefulness and resilience.
12. To assist other officers in the team as appropriate.
13. To provide cover and assistance within other functions, if required, including flexibility and being able to interchange with other staff at comparable levels.
14. To receive work from senior staff and agree priorities.
15. To keep the manager advised of work which cannot be resolved within deadlines.

Scale PO2 Duties and Responsibilities (in addition to those above)

1. To provide technical information to clients on general issues with regard to licensing and registration.
2. To provide legal/procedural information to internal and external clients in both written and verbal form.
3. To prepare and present straightforward licensing case reports to members of the Licensing Committee and to provide advice in liaison with the Council's legal services.
4. To provide timely and accurate guidance advice and information to local businesses and to individuals on the licensing and gambling processes, including the review proceedings and the making of representations concerning licence applications.
5. To show a detailed understanding of options including legal enforcement action and other Licensing & Regulatory related activities and services.

Scale PO3 Duties and Responsibilities (in addition to those above)

1. To process investigate, survey, inspect, report and resolve cases involving premises and activities covered by licensing, gambling and other public safety legislation.
2. To carry out risk assessments of premises and activities in order to plan and prioritise and to participate in an inspection programme.
3. Contribute to the production of policy, guidance, protocols and advice notes on technical and legal aspects of licensing, gambling and safety at sports ground and similar law and practice.
4. To act as professional witness at Magistrates Court in matters of licensing, gambling, safety at sports grounds and prior consent law and administration as it relates to the Council's duties, and support colleagues involved in similar activities.
5. Gather evidence under statutory guidelines such as the Police & Criminal Evidence Act and prepare legal cases for the purposes of civil and criminal proceedings in courts and tribunals including prosecutions, appeals and debt recovery.
6. To actively work with the team or service on technical issues and service delivery matters and implement decisions for service and work improvements.

7. Represent the service at meetings, working parties, inter-agency gatherings at local, sub regional and regional level.
8. To take part in events to promote, consult and advise on the legal or practical aspects of licensing and gambling controls.
9. To maintain relationships with internal and external partners and stakeholders particularly local business and residents' groups to ensure the delivery of key outputs and performance indicators.
10. To lead on pre-application advice and mediation for licensing applications and variations.

Scale PO4 Duties and Responsibilities (in addition to those above)

1. To provide detailed guidance and support to large event organisers to promote and ensure high standards of public safety of the event.
2. Act as a source of expertise for the various Safety Advisory Groups associated with sporting, entertainment and other participatory public events in the borough, including with any primary authority agreements.
3. To prepare and present complex licensing reports to members of the Licensing Committee and to provide advice in liaison with the Council's legal services. Including the handling of appeals to the Magistrates Court, liaison with legal services, attending case review and management hearings, and responsibility of oversight and the recovery of costs if awarded.
4. To provide advice and training on technical, legal and procedural matters to other officers, Members or responsible authorities and other internal or external partners or organisations.
5. To contribute and lead in the formulation and implementation of operational policies and initiatives carried out by the service including the review of the Statement of Licensing Policy, Cumulative impact assessment policy, Gambling Statement of Policy and the street trading policy.
6. To report to the Licensing & Partnerships Officer and Team Leader for Licensing & Trading Standards on all appropriate matters concerning the activities, duties, responsibilities of staff within the team and/or project.
7. Show awareness of different learning styles and needs. Develop and contribute to knowledge sharing initiatives including training programmes, mentoring, coaching and provide day to day technical support for colleagues.

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
KNOWLEDGE	
Experience of the use and application of the Licensing Act 2003, the Gambling Act 2005 and the Safety at Sports Grounds Act 1975 and other principal acts and statutory guidance as it relates to licensing and public safety law and administration.	Application and Interview
Experience of providing advice on both straightforward and complex licensing cases.	Application and Interview
Experience of working within a regulatory framework and using a range of regulatory powers.	Application and Interview
High degree of literacy and numeracy skills with appropriate application to the business.	Application and Interview
Preparation of reports, briefings and presentations for senior managers, Members and MP's.	Application and Interview

<p>Ability to lead, support and assist colleagues in resolving both straightforward and complex cases.</p> <p>PO3-PO4 (in addition to those above)</p> <p>Detailed knowledge of the legal framework and statutory guidance regulating the provision of public entertainment, alcohol, late night refreshment, gambling and public spectator sports.</p> <p>Detailed knowledge of the practical application of licensing and prior consent regimes and controls aimed at protecting public safety and minimising the adverse effects of the community of the activities involved.</p> <p>Detailed knowledge of the principles of effective public safety management and of construction and crowd safety management.</p> <p>Good knowledge of the potential environmental and social impact of licensed premises and of practical remedies to lessen such impact.</p> <p>Detailed understanding of construction and safety technology requirements, and of surveying techniques.</p> <p>Knowledge of developments in the field of licensing, gambling and safety at sports grounds and of the sociological, demographic and geographical demands and constraints of inner city Boroughs.</p> <p>An understanding of the Council's vision and corporate aims for the service, political structure and operation.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Professional membership of a recognised body and extensive demonstrable experience gained through professional experience or equivalent degree/vocational qualification in a related legal or technical field.</p> <p>Evidence of continuing professional development.</p> <p>PO3-PO4 (in addition to those above)</p> <p>Holder of the Institute of Licensing Professional Licensing Practitioners Qualification.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>SKILLS AND ABILITIES / EXPERIENCE</p> <p>Good understanding of the way local authorities organise and deliver their services.</p> <p>Knowledge of the purpose and practical application of a</p>	<p>Application and Interview</p> <p>Application and Interview</p>

licensing and gambling regime aimed at public protection and minimising environmental and social impacts.	
Excellent communication skills, both verbal and written, at all levels and to a wide range of people including professional officers, other professionals, Members and other service users.	Application and Interview
Demonstrable, proven ability to learn and effectively utilise new technology.	Application and Interview
Ability to communicate effectively written and numerical information, orally and in written.	Application and Interview
Experience of working with the public in a multi-cultural and diverse environment.	Application and Interview
Extensive experience of operating, updating and retrieving data from a range of IT systems.	Application and Interview
Experience of working within a regulatory, public safety and / or licensing environment.	Application and Interview
PO3-PO4 (in addition to those above)	
Comprehensive experience of the use and application of the Licensing Act 2003, the Gambling Act 2005 and the Safety at Sports Grounds Act 1975 and other principal acts and statutory guidance as it relates to licensing and public safety law and administration.	Application and Interview
Experience of assessing and analysing complex plans of new and existing buildings.	Application and Interview
Experience of providing advice on complex licensing cases.	Application and Interview
Detailed experience of working within a regulatory framework and using a range of regulatory powers.	Application and Interview
Detailed experience of devising and initiating effective working procedures, practice and policy.	Application and Interview
Ability to support and assist in the organisation of the team.	Application and Interview
Preparation of reports, briefings and presentations for senior managers, Members and MP's.	Application and Interview
Ability to lead, support and assist colleagues in resolving complex cases.	Application and Interview
Ability to implement change.	Application and Interview
Ability to communicate effectively at all levels in a clear and concise manner.	Application and Interview
Ability to take ownership of the whole process, manage	Application and Interview

<p>projects, workload and casework to times and budgets.</p>	
<p>PERSONAL STYLE AND BEHAVIOUR</p> <p>Commitment to achieving equal opportunities in both employment and service delivery.</p> <p>Willingness to make well informed decisions.</p> <p>Commitment to delivering an effective, improving and high quality service.</p> <p>Inspires others as a positive example through enthusiasm and interest.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>