



Job description			
Job title	Licensing Team Leader		
Grade	P		
Directorate	Communities & Neighbourhoods		
Service/team	Environmental Health and Consumer Protection		
Accountable to	Consumer Protection Manager		
Responsible for	Managing, controlling and directing Licensing Administration and Enforcement staff on a day to day basis and contributing to the management of the Environmental Health and Consumer Protection Service, supporting the Consumer Protection Manager in ensuring continuous improvement of the Licensing Service		
JE Reference	A4250	Date Reviewed	24 October 2024

Purpose of the Job

Managing, controlling and directing staff within the Licensing administration and Licensing enforcement teams on a day-to-day basis including:

Providing the professional expertise necessary to effectively carry out duties of the Licensing Service.

Providing a high-quality service in a professional manner and ensuring continuous improvement of the service and effective service delivery

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To act as the Council's operational lead on day to day Licensing activities.
2. To be responsible for the operational effectiveness and managerial and budgetary control of the Licensing Service and to ensure the most effective use of staff and resources.



3. To undertake the range of duties allocated to the Licensing Service including the enforcement of statutory requirements, the serving of notices, the inspection of premises and the investigation of criminal breaches.
4. To prepare and monitor work programmes to achieve Service and Council objectives and targets relevant to Licensing administration and enforcement activity, and to provide expertise and managerial control in these areas.
5. To keep abreast of current developments relevant to Licensing and to advise the Environmental Health and Consumer Protection Management Team accordingly.
6. To assist the Management Team in all aspects of the work of the Service and to advise on specialist licensing matters which require attention.
7. To manage the Licensing teams and any service project group in an effective and efficient manner which includes providing direction, guidance and support to all staff within Licensing and the monitoring and reporting of performance.
8. To ensure compliance with deadlines for the submission of data and reports to central government departments and other organisations as required.
9. To prepare reports and to represent the Licensing Service at both internal and external events, committee meetings and hearings. This includes participation in appropriate Liverpool City Region groups.
10. To assist in the preparation and monitoring of projects and work programmes in accordance with service and Council policies and to seek to achieve objectives and targets related to those projects/work programmes.
11. To contribute towards the formulation of the Licensing Service Plan and Environmental Health and Consumer Protection Service Plan and to maintain accurate statistics relating to the activities of the service.
12. To ensure the efficient and effective use of resources, including staff, in achieving objectives contained in the Licensing Service Plan and Environmental Health and Consumer Protection Service Plan.



13. To adapt, develop and exploit the IT systems in use within the service, including IDOX (Uniform), Mendix and Power BI, to improve the efficiency of the service, improve the customer experience and provide meaningful management information in respect of the performance of the service and staff.
14. To work with IT to investigate and where appropriate procure new software or technical solutions that will improve the service.
15. To undertake both qualitative and quantitative monitoring of the Licensing Service
16. To examine and offer comments where appropriate on Licensing Applications on behalf of the Licensing Authority.
17. To attend or arrange representation at the relevant Regional Liaison Meetings.
18. To use a range of media opportunities, to promote the activities and services provided by Licensing and to disseminate key messages to applicants, duty holders and other stakeholders.
19. To inspect evidence submitted for the institution of legal proceedings to ensure proportionality, fairness of action and adherence to other aspects of the Council's Enforcement Policy.
20. To undertake appropriate training and development in order to meet the requirements of the post.
21. To develop all areas of the Licensing service in line with national mandatory requirements.
22. To be responsible for the review and amendment of the Licensing Service's Practice and Procedure Notes as they relate to the services and functions for which you have responsibility.
23. To be responsible for the implementation of the Council's Human Resource policies and procedures (including employee relations), within the remit of the post.
24. To ensure the Council's equal opportunities and diversity policy is applied and maintained within the Licensing Service

Any other duties of a similar nature as may be required by the Head of Safety, Resilience and Community Protection and/or Consumer Protection Manager commensurate with the grade and overall responsibility of the post.

Knowsley Better Together – Staff Qualities



Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.