

## Role Profile



**Role Title:** Regulatory Services Support Officer

**Service Area:** Regulatory Services

**Scale:** 6

**Hours:** 37

**Reporting to:** Land & Property Information Manager and  
Lead Licensing Officer

## Purpose

- Support the function of the Regulatory Services section with a focus on the Land and Property and Licensing functions
- To provide a comprehensive and professional range of Land and Property information services
- To assist with the determination of licensing applications and the grant of licenses in respect of Hackney Carriage and private hire, driver, operators; house to house and street collections; temporary event notices. To assist with streamlining the licensing function with up to date and efficient policies, procedure and electronic practices offering resilient and customer focused service for the organisation.
- To liaise and work closely with Regulatory Services and Customer Service Centre Colleagues.

## Key Responsibilities

- Provision of support across the Regulatory Service with a specific focus on functions within the Land and Property team and Licensing team.
- To assist the day to day work of the Land and Property team including maintenance of the Local Land Charges Register and processing and completing requests for Local Land Charges Searches
- Responsibility to maintain the Corporate Local Land and Property Gazetteer (LLPG)
- Responsibility for the numbering/renumbering and naming of properties and roads
- To support the recording and monitoring of S106 Agreements
- To support the collection, allocation and spend of Community Infrastructure Levy monies
- Maintenance of the Community Assets Register
- Liaise with the Office of National Statistics regarding CENSUS
- To assist day to day work of the Licensing team, including supporting the implementation of the provisions of the Licensing Act 2003 and the Gambling Act 2005 and any other relevant licensing legislation.
- To determine applications against the Council's adopted Licensing Policy and the Licensing Objectives, as appropriate.
- Responsibility for a caseload of applications, enquiries and other matters relating to the various licensing functions undertaken by the Council and their determination against the Council's adopted Licensing Policy and Licensing Objectives in an efficient and timely manner.
- To have direct responsibility for administering the knowledge test undertaken by new applicants.

- To assist with development, planning, implementation and monitoring of the service, policies, processes and procedures to ensure continuous improvement and to ensure they are embedded within a customer focused service.
- To support and provide the monitoring and enforcement of the licensing function, including compliance and monitoring of premises (including conditions attached to licences), of taxis and operators, and enforcement of conditions. This may include overt/covert surveillance, investigating complaints, conducting interviews under the Police and Criminal Evidence Act. and preparing evidence for prosecution in court.
- To complete inspection reports and witness statements as necessary, make recommendations for prosecution within the agreed protocols and authorisations. To be familiar with the Regulation of Investigatory Powers Act. Act as a witness in court, as required. This may involve working a flexible day, working outside of core hours and at weekends where necessary and lone working in order to undertake enforcement action at key targeted times.
- Investigating and resolving complaints against the service and enquiries from the other enforcement agencies in relation to licensing issues within procedural guidelines.
- Ensure the Council's statutory records and registers (and other records) relating to the licensing function are properly maintained and are available for public inspection on request.

#### General

- Provision of technical support to all areas within the section as required
- Responsible for the logging of all complaints/praise in the department
- Responsible for the administration of the planning enquiries and other email inboxes.
- To engage with our customers and their representatives as required.
- Support the setting up and implementation of in-house procedures and manuals
- Assist with the provision of relevant benchmarking /performance data as required and making recommendations for policy and/or service improvements.
- You may also be required to undertake administrative duties on behalf of the Electoral Registration Officer and/or the Returning Officer relating to the registration of electors and the organisation of elections i.e processing postal votes, canvassing properties during office hours
- You will consider and implement environmental sustainability as a guiding principal within processes, activities and projects delivered
- To undertake any other relevant duties assigned to the post by the Land and Property Information Manager, the Licensing Officers or Development Management Team Leaders.

#### **Specific Knowledge, Skills and Expertise**

No previous experience in these specific specialist areas is necessary and full support will be provided. However, Officers need to be enthusiastic, quick learners and able to work independently with the ability to use their own initiative.

- Excellent standard of literacy and numeracy, with a comprehensive standard of written and spoken English.
- Good communicator - open and articulate with demonstrated ability to communicate with people at all levels.
- Excellent organisational and presentation skills with high attention to detail and accuracy.
- Committed to delivering an efficient, customer oriented service.

- Needing minimal supervision, managing and prioritising own workload, a good team player
- Good administration skills with an ability to accurately collate, analyse and present complex information and data in a clear and concise manner
- Requirement to undertake site visits around the district so ideally have driving licence and access to own vehicle. This will involve working independently and include out of hours working.
- Able to build effective working relationships at all levels
- Able to remain calm, to work under pressure and to meet deadlines
- Enthusiasm to learn and build knowledge and understanding of Local Land Charges, Corporate Local Land and Property Gazetteer, Section 106 Agreements, CIL, Community Assets Register, CENSUS and knowledge of the Licensing Act and related legislation
- Proficient in use of IT including Microsoft Office and specialist software. Knowledge and experience of GIS
- An understanding and awareness of the functions of Local Government organisations, including the different roles of Officers and Members.

### **Key Relationships**

- Members of the public
- Elected Members
- Statutory undertakers
- Officers of the County Council and other local authorities
- Departmental staff at all levels
- Parish Councils
- Developers
- Government departments
- Solicitors and Conveyancers
- Private companies
- Police