

Roles and Responsibilities of the Licensing Team

Appendix 1

Policy & Enforcement Manager is responsible for drafting and implementing the range of licensing policies, contributing and advising Safety Advisory Groups for the three Football Clubs and high capacity events within the Borough, investigating and responding to Councillor complaints and queries, preparing and gathering evidence to defend appeals, leading and investigating serious breaches of licence, working with external agencies when serious incidents or contraventions occur, leading on high level enforcement such as submitting reviews, legal action, closure notices, Fixed penalty notices, making representations on behalf of the authority, performance monitoring, budget management as well as managing the enforcement strand of the team.

Administration & Enforcement Manager is responsible for councillor enquires relating to applications, overseeing and managing the finance section including finance reconciliation, monthly invoicing and suspensions of licences for non-payment of fees, authorising transactions, refunds, cancellations signing of licences, authorising a range of applications, data integrity reporting, reviewing subcommittee reports and decision notices, attending committees, reviewing of licensing fees, administration procedures and policies, budget control, overseeing and managing the different on line application platforms, performance monitoring and implementing and leading on service improvements as well as managing the administration strand of the team.

The Licensing Officer and Licensing Compliance Officers (Enforcement) are responsible for licensing enforcement of a range of offences under numerous licensing legislation, investigating and responding to resident, business or authority complaints, supporting businesses to achieve compliance, this includes, meetings, high risk inspection, visits and risk assessments, taking a range of enforcement actions where necessary, responding to FOI requests, assisting with IT projects such as on line applications, dealing with pre-application advice, providing technical guidance, liaising with internal and external partners, visiting premises which have not paid their annual fees, film classification, assisting with borough and nationwide projects, event liaison and attendance, chair and presenting the Licensing Action Group.

The Licensing Compliance Officer (admin) and two Compliance Assistants are responsible for checking and processing all licensing applications, registrations and notifications, invoicing of annual fees, updating payment systems and taking payments, providing technical advice and guidance to a range of customers, responding to all enquiries via the phone and licensing generic inbox from residents, businesses, authorities and other council departments, working with numerous government departments such as HMRC, VOA and Companies House, maintaining the teams database, assisting with data integrity projects, dealing with opposed applications, liaising with residents and responsible authorities, assessing objections for and against applications and providing technical guidance on objections, producing reports for the licensing sub committees, presenting cases at committee, reviewing decision notices, and other associated administration tasks.

Apprentice we currently share a Regulatory Compliance Apprentice with Trading Standards, this member of the team has been invaluable at assisting both administration strand of the team when exceptionally busy or covering when officers are on leave and also the enforcement team assisting with the suspension of licence process, contacting businesses in relation to payment and managing the database and relevant suspension documents. Assisting the enforcement officer with data management and assisting the team when necessary.