

Compliance Officer - Licensing

Salary: Band: 7, £32,061 - £36,363 per annum plus 17% shift allowance

37 hours per week:

Office attendance is required minimum 2-days a week for full time staff, this remains flexible, subject to business needs / This role is based 5 days per week in the Civic Offices/or working across the City.

The Service

The Regulatory Service and Licensing Teams are responsible for delivering a wide variety of statutory functions including, pest control services, the assessment of air quality air, port health border controls and sampling, health and safety, food hygiene and standards, animal welfare, communicable diseases, statutory nuisance, environmental health, rogue and fraudulent traders, fair trading, product safety, intellectual property crime, age restricted sales, petroleum, explosive safety, community funerals, the licensing of hackney carriage and private hire operators, vehicles and drivers, the licensing of premises and persons under the Licensing Act 2003 and gambling premises under the Gambling Act 2005.

What is the role?

The purpose of Compliance Officers is to provide administrative and operational support to the regulatory and service delivery areas of the wider service. The primary challenge of this role is to support businesses to achieve high standards of regulatory compliance.

As part of this role, you will be required to undertake some duties outside of normal business hours, typically averaging 7.4 hours a week, for which a shift allowance is payable. Typically, this will involve working at night, weekends, bank holidays, dependent on the needs of the service.

Specific areas of service will be targeted at Licensing, but officers may be required to undertake other operational duties within the wider remit of Regulatory Services.

With respect to licensing duties these will include investigating and considering offences / complaints (this will involve investigating and speaking to all involved which, depending on the circumstances, may involve dealing with challenging/difficult conversations/situations), preparing prosecution reports, committee reports and conducting formal interviews. As well as assisting in the administrative functions which could involve dealing with visitors at the public enquiry desk and issuing various licences.

The role of the compliance officer requires office based and field-based activities to assist with the operational delivery and administrative functions, providing support to senior officers and supervision of the Senior Compliance Liaison roles. Duties may however vary from time to time, and you may be required to participate in a wide range of Regulatory Services duties, contribute to the development of new working practices as well as drafting new work procedures within the wider service areas.

The day-to-day duties and responsibilities of the role will include but not limited to:

- Support and assistance to the Senior Compliance Liaison Officers in their areas of specialism.
- providing specialist technical advice and guidance to senior colleagues and/or provide frontline services to customers.
- working as part of a professional team with responsibility for delivering against specific targets and mandated legislative requirements.
- reporting to senior colleagues whilst making informed decisions to determine how to conduct necessary courses of action required.
- contributing to the development of new working practices and drafting new work procedures.
- performing risk assessments to understand risk level, significance, and scope of working practices.
- keeping up to date with and understanding relevant laws and regulations.
- monitoring compliance with regulations and internal policies.
- collaborating with other departments, customers, and businesses to create a culture of compliance.
- educating employees and businesses on not only the regulations / mandated requirements but also the impact on them if these are not complied with.
- managing voluntary best practice relating to professional standards.
- ensuring that findings are recorded and followed up as necessary with senior responsible officers so that issues can be rectified.
- collaborating with senior officers from other departments to ensure compliance and investigating irregularities and non-compliance issues.
- contributing to robust and effective compliance controls within the organisation.
- responsibilities for dealing with requests for service assigned to the post, including but not limited to, initial contact with customers, visits to businesses, monitoring, sampling, treatments, costs, and projects.
- accurately inputting data into the appropriate databases, completing and keeping records.
- responsibilities for pre-application / pre-treatment advice and checking the accuracy, validity and completeness of such.
- receiving and processing requests from a wide arrange of stakeholders.
- performing various general administrative duties and providing technical support required by the teams which will include, but is not limited to, projects, investigations and enforcement exercises, taking action notes of meetings and devising inspection plans, file creation and maintenance of ongoing administrative projects etc.

Who is the person?

You need:

1. A working knowledge of and experience in either delivering licensing functions and/or work in a similar regulatory environment.
2. Experience in supervising small teams would be an advantage.
3. Well-developed interpersonal and analytical skills.

4. Confidence and be able to work on your own initiative reaching appropriate conclusions first time.
5. Excellent communication skills for dealing with people at all levels. The ability to converse at ease with customers and provide advice in accurate spoken English is required for this role.
6. Good written and verbal skills for report writing.
7. A high degree of accuracy and attention to detail.
8. The ability to work under and complex pressured environment.
9. The ability to prioritise work and meet deadlines.
10. Investigative experience and experience in evidence gathering.
11. To be self-motivated.
12. Experience with dealing with customers / clients in a public facing environment.
13. Conflict resolution abilities and the ability to deal with confrontational situations.
14. Ideally to have experience of giving evidence in Court and/or Licensing Committee / Portfolio meetings.
15. Good working knowledge of how personal / confidential information needs to be managed and of how departmental computer software packages work.
16. An understanding of income generation needs and the importance of such.
17. An ability to deliver out of hours services demand and participate in service rotas / shift work / maintaining public access points.
18. A full, valid driving licence would be preferred or the ability to travel during the course of work when necessary

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).