



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Licensing and Enforcement Officer
Job Reference	712239 & 712238
Service	Enforcement & Safety Service
Team	Licensing
Location	Shute End
Reports to	Service Manager - Licensing
Responsible for	Not Applicable
Grade	Career Grade 6-9
Contract Type	Permanent
Hours	Full-Time

Main Accountabilities	
1.	Efficient, effective, and consistent resolution of Licensing and Environmental Regulation case work. Including conducting inspections and investigations and providing advice to applicants and stakeholders on licensing requirements.
2.	Deliver an efficient and effective licensing service ensuring timescales are met for licensing applications and consultations. Maintaining accurate records and contributing to policy development.
3.	Support Partner working through Pubwatch, Best Bar None, Purple Flag, Street Pastors, Ask for Angela and delivering Bystander intervention training.





Person Specification – Environmental Health & Licensing Career Grade Scheme		
Skills	Essential	Desirable
Grade 6	<p>Demonstrate an ability to:</p> <p>Exercise sound judgement to make justifiable decisions</p> <p>Communicate effectively, both verbally and in writing to a range of audiences.</p> <p>Exercise initiative and response to problems and situations</p> <p>Ability to actively listen in order to extract and assess the important information.</p> <p>Develop appropriate solutions within agreed working practices and procedures.</p> <p>Negotiate, persuade, and influence others to change behaviours, to achieve desired outcomes.</p> <p>Competently use computerised information systems.</p>	
Grade 7	<p>As for Grade 6 Officer, however candidates are expected to rapidly develop and demonstrate proficient competency in licensing enforcement such as</p> <p>Animal Welfare, Taxis, Street Trading, Petroleum, Alcohol/Gambling, and Special Treatments.</p> <p>Environmental Health skills and competency in Food, Health and Safety, Environmental Protection, Housing and public health.</p> <p>Together with technical skills and competency in at least two areas.</p> <p>Experience conducting investigations in line with CPIA 1996, RIPA 2000, and PACE Codes.</p> <p>Excellent Communication Skills, both written and verbal, with the ability to produce accurate reports, work procedures, and case documentation.</p>	





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Grade 8	<p>As for Grade 7 Officer, and</p> <p>Investigate, question, critically analyse and objectively assess varied and complex, situations, policies and procedures.</p> <p>Correctly interpret and apply legal, procedural and technical guidance and standards.</p>	
	<p>Make rational and defensible decisions in various situations, having regard to existing policy or procedure.</p> <p>Assess and identify where there is a serious and imminent environmental, health or safety risk and take appropriate action to address and control that risk.</p> <p>Act as subject matter lead, in topic area of Licensing.</p> <p>Mentor/coach Grade 6 and 7 officers.</p> <p>Proven track record of dealing with the public and commercial organisations with tact, diplomacy and confidence.</p>	
Grade 9	<p>As for grade 8 and</p> <p>Undertake case work of greatest complexity and difficulty.</p> <p>Act as subject matter lead, in topic area of licensing of greatest difficulty and complexity.</p> <p>Mentor /coach grade 8 officers in topic areas of greatest difficulty and complexity.</p> <p>Leadership and Management Skills</p> <p>Deputise for Service Manager</p> <p>Oversee the allocation of proactive and reactive work and monitor progress and completion within service timelines.</p>	Leadership and Management Qualification





Knowledge	Essential	Desirable
<i>Grade 6</i>	<p>Demonstrate an understanding of;</p> <p>The role of Licensing & regulatory services.</p> <p>A range of primary legislation and enforcement options, relating to Environmental Health and Licensing.</p> <p>The principles and benefits of;</p> <ul style="list-style-type: none">• Partnership working• Good customer care practice <p>The principles of data protection and freedom of information.</p> <p>Employer/employee responsibilities with respect to health and safety at work.</p>	
<i>Grade 7</i>	<p>As for Grade 6, but expected to develop knowledge required for registration with CIEH within 3 years (or equivalent)</p> <p>And/or registration as Individual Membership with Institute of Licensing</p>	<p>Good working knowledge of the policies and processes involved in Environmental Health and Licensing case resolution.</p>
<i>Grade 8</i>	<p>Thorough working knowledge of how to appropriately apply the following relating to a functional area is required;</p> <p>The range of remedies available to address any problems or contraventions</p> <p>Legislation, policy, standards, codes of practice and guidance relevant to appropriate areas of environment health</p> <p>Legal investigatory practice and techniques including interviewing, evidence gathering and case-building.</p> <p>An understanding of regulatory impacts on business and individuals.</p> <p>Processes/procedures applicable to the delivery of relevant services and local authority decision-making processes.</p>	<p>Developing and delivering campaigns and projects</p> <p>Working with partners to deliver outcomes</p> <p>Preparing and/or delivering training</p> <p>Preparing prosecutions files</p> <p>Institute legal proceedings on behalf of the Council.</p>





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Grade 9	As for Grade 8 and Develop and deliver campaigns and projects Preparing and /or delivering training Prepare and oversee preparation of prosecution files Institute legal proceedings on behalf of the Council Leadership and management techniques and practice	
Experience	Essential	Desirable
<i>Grade 6</i>	Dealing with conflict, emotionally demanding situations and/or vulnerable people. Critically analysing information and situations to solve problems and make decisions Working independently and as a team member.	Practical experience in a Environmental Services related field (eg work experience)



	Prioritising and effectively managing workloads to meet deadlines.	Familiarity with working in the community, in a range of settings, eg homes/businesses/ public areas. Working in enforcement
<i>Grade 7</i>	As for grade 6, plus expectation that will rapidly develop practical experience on the job, and with confidence, progress to take on more complex work, with reducing need for supervision	
<i>Grade 8</i>	As for grade 6 and 7 plus Delivering Environmental Health and Licensing interventions, e.g. complaint/accident investigations, and inspections. Dealing with conflict, emotionally demanding situations and/or vulnerable people in an Environmental Health and Licensing context. Bringing about compliance, through persuasion and negotiation, Community and/or business engagement. Assessing relevant solutions, selecting and implementing the most appropriate in the particular circumstances. Drafting and serving appropriate, enforceable legal Statutory notices. Managing competing demands, effectively and efficiently, within agreed timescales, (using case management systems where appropriate). Evidence of continuing professional development (CPD)	
<i>Grade 9</i>	As for grade 8 plus Demonstrable evidence of experience delivering Licensing interventions of greatest difficulty and complexity Develop and deliver campaigns and projects Preparing and /or delivering training Preparing prosecution files Institute legal proceedings on behalf of the Council Leadership and management practice	





Purpose Details



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Service Purpose	<p>The Enforcement & Safety Services is part of the Place & Growth Directorate at Wokingham Borough Council. The Service delivers a mix of statutory and local priority services across the disciplines of:</p> <ul style="list-style-type: none">• Licensing• Environmental Health Food Safety, Health and Safety, Environmental Protection, Housing, Public Health;• Anti-Social Behaviour. <p>Duties undertaken by the Enforcement & Safety Service include:</p> <ul style="list-style-type: none">• Taxi licensing inspections, alcohol and entertainment licensing inspections• Presenting as a Responsible Authority to Licensing Act consultations• Drafting Sub-committee reports• Improving public health, the environment, community standards and business prosperity by changing business, community or individual behaviour through communication, partnership, project work, persuasion, advice, guidance or enforcement.• Efficient, effective and consistent resolution of Licensing case work.• Engaging with local business forums and crime reduction initiatives• Undertake food establishment inspections• Investigate workplace health and safety incidents when required• Investigate / follow up Infectious Disease notifications as appropriate• Improve standards in the private rented sector• Reduce environmental impact of developments and commercial processes.
Role Purpose	<p>Carry out efficient, effective and consistent resolution of Environmental Health and Licensing reactive and proactive case work, identifying information needed to carry out an investigation and / or prepare an enforcement file and carrying out actions needed to resolve cases. This role is weighted to Licensing responsibilities of the Service, which include the following:</p> <ol style="list-style-type: none">1. Efficient, effective, and consistent resolution of Licensing and Environmental Regulation case work. Including conducting inspections and investigations and providing advice to applicants and stakeholders on licensing requirements.



	<ol style="list-style-type: none"> 2. Deliver an efficient and effective licensing service ensuring timescales are met for licensing applications and consultations. Maintaining accurate records and contributing to policy development, and performance monitoring. 3. Arrange and administer Safety Advisory Groups for large events such as Henley Royal Regatta, Henley Festival, and Rewind Festival. 4. Support Partner working through Pubwatch, Best Bar None, Purple Flag, Street Pastors, Community Alcohol Partnership, and delivering Bystander intervention training in the nighttime economy. 5. Conduct inspections and investigations of licensed premises, vehicles, and operators; handle complaints, gather evidence, and take enforcement action where necessary, including preparing reports and attending hearings or court proceedings. 6. Participate in multi-agency operations with partners such as the police, trading standards and Home Office Immigration to promote public safety and enforce licensing legislation. 7. Provide professional advice and guidance to applicants, licence holders, businesses, and members of the public on licensing law and council policies. 8. Regulate and enforce licensing functions including Hackney Carriage and Private Hire vehicles, street trading, gambling, alcohol, animal welfare, petroleum, and other licensable activities to ensure compliance with statutory legislation and Council policies.
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Supervision and Relationships	
Supervision Received	Receives tasking allocation, detailed supervision, and guidance from Service Manager and from upper grade colleagues.
Supervision Given	<p>Grade 6/7 - None</p> <p>Grade 8/9 - provides tasking allocation, detailed supervision and guidance of Grade 6/7 colleagues</p> <p>Grade 9 - deputises for Service Manager. Subject to operational needs, may provide line management to grades 6-8</p>
Contacts	<p>Pubwatch and Best Bar None Meetings will be a main component of this role.</p> <p>Parish and Town Councils; Ward Councillors; Residents; Internal Council Departments; Public Protection Partnership.</p>





External organisations such as Thames Valley Police, fire service, SCAS, Environment Agency, Home Office Immigration.

Special Requirements

Ability to travel to a variety of locations in borough, attend evening meetings, with occasional out of hours working subject to night time economy operations, taxi licensing enforcement, or inspecting larger events in the borough. This out of hours working is taken as TOIL.

To work in hazardous conditions (eg home visits, commercial premises, outdoors).

Perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions, e.g. operate IT and scientific equipment requiring manual dexterity and precision, carry files and equipment, stand for extended periods, walk long distances or over rough terrain and stairs.

Conduct inspections, visits and investigations whilst wearing PPE, including masks and visors, head protection, safety footwear, safety glasses, ear defenders etc.

Have a full DVLA licence and availability of a vehicle insured for business use; which mileage expenses can be claimed.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	Y
Hand Arm Vibration	N
Lone Working	Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	Y
Working with Animals	N
Specialised Medical Screening	N





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Night Working	Y
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Hybrid working, mainly based at Shute End, with visits across the borough and home working.

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	None
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)

Evaluation Declaration	
Date of Evaluation:	04 August 2025
Evaluated by:	Keiran Hinchliffe - Service Manager





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