| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | HC6 |
| Location: | Plough Lane |
| Responsible to: | Principal Licensing Officer |

# Job Description

# Job Role: Technical Officer

**Service: Licensing Team**

## Main purpose of the role

**To carry out the effective inspection and compliance of all premises subject to the Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018, the Dangerous Wild Animals Act 1976 and Zoo licensing Act 1981 and other legislation appertaining to the keeping of animals at domestic and commercial premises.**

**In addition, when required to do so, carry out inspections, administering, issuing and enforcing of Caravan Sites and Control of Development Act 1960 (and other relevant associated legislation and Regulations).**

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Undertake and complete formal qualification training as required, to comply with the requirements of Animal Welfare (Licensing of Activities Involving Animals) Regulation 2018 and continue to maintain professional competency and best practice by attending training events, seminars and local network events. | * Daily |
| * Carry out compliance inspections of all premises licensed or requesting a licence under the Animal Welfare (Licensing of Activities Involving Animals) Regulations 2018 in accordance with the procedural guidance issued by DEFRA and associated policies and procedures. | * Daily |
| * Respond to complaints and enquiries from members of the public or trade, Councillors, Parish Councillors, internal departments and external agencies relating to licensable activities and premises. | * Daily |
| * Carry out research and gather intelligence relating to unlicensed businesses or collections of animals which have not applied to the authority. | * Daily |
| * Prepare and present appropriate representations and reports to the Principal Licensing Officer, Service Manager or relevant licensing committee as required. | * Daily |
| * Where evidence of non-compliance is found, compile and gather evidence to support formal action including carrying out formal interviews under caution and obtaining witness statements. | * Daily |
| * Liaise with other partner agencies and inspection bodies as required under the relevant legislation. | * Daily |
| * Update and maintain accurate and timely records and produce inspection reports to support the delivery of the Licensing regime. | * Daily |
| * Carry out compliance inspections of all premises licensed or requesting a licence under the Zoo Licensing Act 1981 in accordance with the current Secretary of States Standards of Modern Zoo practice. | * Daily |
| * Carry out compliance inspections of all premises licensed, requesting a licence, or renewing a licence under the Dangerous Wild Animals Act 1976 | * Daily |
| * Carry out compliance inspections of all premises licensed, requesting a licence, or renewing a licence under the Caravan Sites and Control of Development Act 1960. | * Daily |
| * To process, administer and issue licences within the statutory time limits. | * Daily |
| * To develop and maintain the relevant procedures for ensuring that information and data is collected and recorded accurately thus enabling the production of reliable analyses and reports. | * Daily |
| * To provide advice and support to other team members with respect of licensing and the Council’s policies/procedures. | * Daily |
| * To undertake such other relevant duties as may be requested by the Principal Licensing Officer, Service Manager or Head of Service. | * When necessary |
| * To prepare prosecution files for the Principal Licensing Officer and attend and present evidence at Court Hearings when required. | * When necessary |
| * To liaise with stakeholders and other departments within and outside the council relating to the functions/processes required by the licensing legislation. | * Daily |
| * Prepare enforcement notices for authorisation by the appropriate manager. | * When necessary |
| * From time to time to assist the Principal Licensing Officer, or where appropriate carry out, evening and/or weekend enforcement or monitoring work. | * When necessary |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| * A minimum of 5 GCSE’s Grades A-C (or equivalent) to include English, Mathematics and Science. * A minimum of 2 A-Levels (or equivalent). * Level 3 Certificate (or equivalent) granted by a body recognised and regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in Animal Licensing Inspections | Essential  Essential  Desirable (full training will be provided) | A, I  A, I  A, I |
| **Experience & Knowledge** | | |
| * A minimum of two or more years’ experience within a Local Authority Licensing section or similar line of work. | Desirable | A, I |
| * Animal welfare management and/or husbandry. | Desirable | A, I |
| * Experienced in the use of IT Systems | Essential | A, I |
| **Skills and Abilities** | | |
| * Effective communicator, both verbally and in writing. Able to convey complex information in a clear and concise manner to diverse audiences including peers and the public. | Essential | A, I |
| * Confident with animals and an understanding of animal welfare. | Essential | A, I |
| * Excellent interpersonal skills to work effectively with councillors, colleagues, stakeholders, local businesses and other partners, to resolve complaints and service requests. | Essential | A, I |
| * To have confidence preparing legal statements and attending court/committees. | Essential | A, I |
| * Ability to deal safely with aggression. | Essential | A, I |
| * Excellent numeracy and literacy skills to enable the gathering, interpretation, collating, recording and reporting of information and evidence. | Essential | A, I |
| * Able to prioritise workload and deliver on own work programme with minimal supervision. | Essential | A, I |
| * Ability to keep confidentiality. | Essential | A, I |
| * To be a good team worker. | Essential | A, I |
| * Ability to work out of office hours | Essential | A, I |
| * Full driving licence. | Essential | A, I |
| * Ability to be able to travel as required to any location across the county at short notice. | Essential | A, I |
| * Duties involving lifting and carrying and working outside. | Essential | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

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