



## JOB PROFILE



<b>Post Title:</b>	Licensing, Enforcement & Compliance Officer
<b>Directorate:</b>	Royal St Helena Police
<b>Responsible to:</b>	Inspector (Training & Development)
<b>Responsible for:</b>	n/a
<b>Grade:</b>	Grade D

### Job Purpose

To improve the lives of all within our community and help the island thrive by managing, monitoring and enforcing relevant licensing and regulatory matters.

### Main Duties and Responsibilities

1. The Licensing, Enforcement & Compliance Officer will be responsible for supporting activities related to the licensing of tobacco and related products, alcohol, drivers, vehicles and dogs and cats and will also support the existing Firearms Licensing Officer in their functions.
2. The post holder will also be appointed as an Inspector of Weights & Measures (in accordance with the Weights & Measures Ordinance), in order to allow them to also perform inspections relating to the sale of goods by weight or volume.
3. The post holder will hold delegated authority from the Health and Social Care Portfolio for requirements under the Control of Tobacco and Related Products Ordinance.

The duties of the Licensing, Enforcement & Compliance Officer shall include, but not be limited to, the following:

4. Carry out licensing, enforcement and compliance activities (including checking the accuracy of liquid measures and weighing scales), ensuring business objectives and service quality standards are met.
5. To manage the day to day operation of the investigation of complaints and inspections of premises, including joint inspections with other agencies (if necessary), to ensure compliance with legislation.
6. Maintain a high level of specialist knowledge of relevant legislation in order to deputise for the Licensing Officer(s) and contribute towards service and policy development.
7. Provide first line contact, offer appropriate assistance, advice and support for members of the public and businesses, including outside agencies, Elected Members, Senior Officers and other Departments/Portfolios and provide professional and legally correct advice and information.
8. Interview alleged offenders and witnesses under Police & Criminal Evidence Ordinance as required.
9. Prepare files of evidence to be submitted to the Attorney General's Chambers, and attend Court as required to give evidence and report back on the outcome.
10. Support the Licensing Officer(s) in maintaining the required records, forward planning and review including maximising income generation and cost recovery.
11. Provide detailed reports of service performance and development.
12. Development and maintain effective relationships with all relevant partners.



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13. To prepare reports and briefing notes as necessary for relevant meetings and provide technical support to the Licensing Officer(s), Minister(s) and other officials.
14. Support the Licensing Officer(s) to develop and implement innovative and effective procedures for improving service delivery and cost efficiency.
15. Develop staff and partners to ensure they are equipped, trained and motivated to deliver the services required of them.
16. Represent the service area at public meetings, forums, etc. give talks and presentations on the services provided as required and be able to present using various mediums.
17. Respond to media enquiries and be proactive, as necessary.
18. Contribute actively to the achievement of a good customer focused approach to service delivery, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction from the service provider.

### **Special Conditions**

This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and the post holder will undergo enhanced vetting (i.e. criminal records and criminal intelligence) before appointment.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

The Licensing, Enforcement & Compliance Officer will generally work from 08:30-16:00 from Monday to Friday. However the nature of the role will also require some evening and weekend work in order to fulfil inspection and compliance activities



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## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Required Professional Competency standards met	ii
<b>Planning &amp; Delivery of Work:</b> Plans and organises work to meet individual, team and directorate/departmental objectives whilst achieving quality and value for money. Recognises good performance and tackles poor performance. Ensures delivery against plan. Identifies information needs and ensures they are delivered in a timely and effective manner	iii
<b>Analysis and use of Information:</b> Identifies and uses various sources of evidence to support outputs. Uses evidence to evaluate policies, projects and programmes. Works confidently with data before making decisions: e.g. interpret trends, issues and risks. Establishes underlying causes of problem. Considers options before deciding solution.	iii
<b>Decision Making:</b> Solves problems that have significant short-term implications for the organisation. Assesses the impact of decisions. Identifies causes rather than just symptoms to inform solutions. Uses trends and patterns in information for evidence based decisions. Confident in making decisions within policy guidelines Assembles available knowledge to ensure evidence based decisions.	iii
<b>Working with Others:</b> Informs, consults and influences others using a range of communication mechanisms. Engages with others to gather information Shares and implements good practice with others Works with senior management and other stakeholders	iii
<b>Communication:</b> Varies language and content to ensure understanding of audience. Facilitates understanding by explanation and example. Highlights key points for summary from detailed and complex documents	iv
<b>Influencing and Persuading:</b> Encourages and provides constructive feedback to improve performance. Ensures alternative approaches to work are effective in meeting the organisation and individual needs Remains constructive when disagreeing or challenging. Challenges inappropriate employee behaviours.	iii
<b>Dealing with Change:</b> Supports individuals in their team through periods of change. Listens and responds to constructive feedback. Initiates new ways of doing things. Recognises and deals with obstacles to change. Promotes goals or new initiatives to others.	iii
<b>Continuous Improvement:</b> Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals Shares knowledge and experience with others Manages own development and performance Learns lessons from both successes and failures	ii
<b>Managing Resources:</b> Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



## PERSON SPECIFICATION



Criteria	Essential/ Desirable	Application Form	Selection Process
<b>Qualifications</b>			
GCSE English Grade C or above	E	✓	
GCSE Maths Grade C or above	E	✓	
Clean driver's licence (Class A or equivalent)	E	✓	
<b>Knowledge &amp; Experience</b>			
Experience of working with difficult and/or demanding people in challenging situations.	E	✓	✓
Previous experience working in a licensing or compliance environment (initial and ongoing training will be provided).	D	✓	✓
<b>Skills and Abilities</b>			
Ability to deal confidently with a wide range of people and establishing sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers and colleagues.	E	✓	✓
Able to receive and record information accurately and write reports in a way that is concise and easily understood, following complaints, investigations or projects.	E	✓	✓
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.	E	✓	✓
Good listening skills and to be able to provide information and advice clearly and sensitively, both verbally and in writing.	E	✓	✓
Skilled in developing rapport, trust and credibility.	E	✓	✓
Demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.	E	✓	✓
Monitor activities, visit premises, inspect and audit systems, examine, test and sample items and interpret results.	D	✓	✓
Basic skills in using questioning, listening and non-verbal communication techniques.	E	✓	✓
Effective administrative and organisational skills.	E	✓	
IT skills, incl. material preparation, word processing, spreadsheets, and databases.	E	✓	
Be proficient in the use of IT systems to ensure appropriate records and files are maintained	E	✓	
Experience of carrying out investigative work and giving evidence in Court of similar environment (initial and ongoing training will be provided).	D	✓	
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Ordinance (initial and ongoing training will be provided).	D	✓	



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Other			
Willingness to work flexibly – some evening and weekend work may be required.	E	✓	
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	✓	✓
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	✓	✓

### Our Values

Every person working within the Royal St. Helena Police must work honestly and ethically. The public expect police officers and staff to do the right thing in the right way and basing decisions and actions on a set of principles will help to achieve this.

The principles set out in our Code of Ethics originate from the 'Principles of Public Life' published by the UK Committee on Standards in Public Life in 1995, as these continue to reflect public expectations. The Code also includes the principles of fairness and respect as these are crucial to maintaining and enhancing public confidence in Policing and other public services.

- **Accountability**
  - You are answerable for your decisions, actions and omissions
- **Fairness**
  - You treat people fairly
- **Honesty**
  - You are truthful and trustworthy
- **Integrity**
  - You will always do the right thing
- **Leadership**
  - You lead by good example
- **Objectivity**
  - You make choices on evidence and your best professional judgement
- **Openness**
  - You are open and transparent in your actions and decisions
- **Respect**
  - You treat everyone with respect
- **Selflessness**
  - You act in the public interest