

Job Profile Information: Licensing Team Leader

Job Title: Licensing Team Leader (Acting Up)

Job Grade: Level 4 Zone 2

Salary Range: 48,969 – 55,797

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

The Public Protection Service is committed to delivering frontline services in an efficient and professional manner reaffirming our responsibility to quality of life for our communities.

As a Licensing Team Leader within the Public Protection Service your focus will be on Licensing issues. The role will require you to take personal responsibility for the effective development and review of relevant Licensing policies and to lead on all complex Licensing related matters.

About the role

The role is to ensure provision of a responsive, outcome focused and cost-effective Public Protection service with direct responsibility for managing work allocation and overseeing the delivery and ongoing development of Camden's Licensing Team. As lead officer for Licensing, you will oversee the effective development and review of licensing related policies, completion of licensing public consultation and citizen engagement procedures and liaise directly with key stakeholders and national and regional bodies to ensure ongoing compliance with the legislative framework. The post holder will keep up to date with legislative and regulatory developments and communicate this to the team ensuring that the impact on the service is communicated, and relevant training is identified where required. The role will support the Public Protection Manager to project manage, develop and deliver specific and cross-service projects, service plans, identify and implement opportunities for innovation, liaise extensively with the relevant regeneration, economic growth and business development services in order to ensure that the licensing service supports the Council's wider strategic aspirations relating to Inclusive Growth. All this will ensure that Camden remains a vibrant, culturally diverse, welcoming, and safer place for all who live, work and or visit.

About you

We are seeking for a highly motivated and experienced Licensing Team Leader to lead our busy Licensing Team. You will need to have an excellent working knowledge and understanding of the legislative framework relating to Licensing and relevant experience in its application to casework, including investigating complex licensing complaints and determining appropriate action to achieve a resolution. You will need to have the ability to develop, implement, monitor and review evidence-based strategies, policies, operational processes and performance management procedures to ensure compliance with the Council's statutory responsibilities and to ensure

that the Licensing Service supports Camden's strategic aspirations as outlined within Camden 2025. You will need to have a detailed understanding and appreciation of the changing local and national agenda in relation to all licensing matters under the Licensing Act 2003, Gambling Act 2005, Local Government Act 1982, London Local Authorities Act 1990 (as amended) and the Business and Planning Act 2020 and to lead on Camden's response. You will advise Senior Council officers, elected members, key stakeholders and citizens on licensing and policy related matters and draft briefings and procedural reports for the relevant portfolio holder as directed by the Public Protection Manager or the Head of Public Protection.

To be successful in this role you will have an organised approach to your own workload whilst dealing with conflicting priorities and a focus on delivering excellent customer service.

The role will require you to be able to work collaboratively with internal and external partners, and able to contribute to service improvements.

Work Environment:

The role is a mixture of office based work at 5 Pancras Square, site visits/inspections and attendance at external meetings. The post holder may be required to attend evening meetings, committees or other out of hours events on occasion for which reasonable notice will usually be given.

The post holder will be expected to work independently and with minimal supervision and will be seen to apply sound judgement and a commitment to delivering excellence and a high quality service to the community of Camden.

The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

People Management Responsibilities:

The post holder shall deliver line management duties in respect of the following posts/employees:

- 2 x Licensing Officer
- 2.5 x Licensing Support Officer

Relationships

Reports to the Public Protection Manager to ensure service delivery and improvement is coordinated across the Licensing functions. The post-holder will be required to provide cover for the Public Protection Manager as required and shall also on occasion attend management and/or partnership forums on behalf of the Head of Public Protection.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet the services priorities. Key contacts are likely to include:

- Cabinet Members and ward councillors

- Directorates and services across the Council
- Institute of Licensing
- Government departments and other local authorities, especially the Greater London Authority
- Government agencies
- Local community groups
- Local and national businesses / business representatives
- Police
- Work collaboratively with staff in other teams

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,