



Resources Compliance Liaison Officer

Salary: Band: 5, £24,362 - £26,073 p.a.
37 hours per week

Permanent

Office based at the Licensing Office, Civic Offices, Portsmouth 5 days per week

The Service

The Regulatory Services Team is 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.

The 'administrative family' carries out the 'core business' of the wider team whilst providing specialist advice and guidance to a wide and diverse range of contacts.

What is the role?

The purpose of a Compliance Liaison Officer is to provide support all compliance teams within the service and to be the first point of contact for all customers. The challenge of this role is to support customers to achieve high standards of regulatory and licencing compliance and maintain efficient delivery of service functions.

The day-to-day duties of the role will include:

- actively working as part of a team and support the delivery of Regulatory and Licensing frontline services via the process of a wide variety of administrative processes.
- interacting with a wide variety of customers such as those registering complaints for investigation, applying for licenses or services, registering business activities etc.
- processing and providing accurate information to customers and promoting the range of services and access channel options available to customers.
- ensuring that enquiries are handled following detailed departmental process and are delivered in line with legislative requirements.
- delivering interventions when process has not been followed by customers, deficiencies occur, and / or when there is non-compliance with policy or legislative needs.
- taking responsibility for resolving customers' queries and ensuring that relevant action is taken for service requests and where appropriate, to track, progress and pursue matters on the customers' behalf / behalf of the service.
- imposing conditions and ensuring that these are communicated / understood to licence holders / registered businesses and delivering interventions should conditions not be met.
- ensuring that service fees and charges are appropriately received and processed.

- recognising fraudulent documents or applications.
- processing samples as required by service function needs - including food, air quality devices, drug screening.
- devising new administrative functions, guidance notes and leading on creative service changes or database improvements to improve service delivery processes.
- engaging with customers directly and indirectly including via a public access counter.
- engaging with service experts and outside agencies in respect ascertaining / understanding or seeking guidance in respect to legislative matters.
- dealing with customers in a professional, courteous, and efficient manner.
- ensuring that all customer involvement is placed upon internal databases.
- accurately maintaining records, performing data entry, and obtaining statistical service demand information.
- managing correspondence - collecting, sorting, and distributing incoming mail and deliveries, including phone calls, emails and sending letters in respect to enquiries / complaints / shipments.
- recording and accounting for service invoicing in accordance with service need and internal financial regulations.
- assisting in organising meetings, taking of meeting minutes, and scheduling of appointments.
- supervising administrative functions applicable to the role.
- exercising the highest level of integrity when dealing with personal and sensitive information, considering legislation such as the Data Protection and Freedom of Information Acts.
- dealing with all aspects of Community Funerals including registration of deaths, collection of belongings from the QA Hospital, contacting bereaved family members, claiming funeral/case expenses, and checking documentation for estate claims.

Who is the person?

You will have:

1. An operational understanding of several key Regulatory and Licensing Service functions.
2. A knowledge of the administrative functions likely to be undertaken in a Regulatory Service and Licensing authority enforcement team.
3. Excellent communication skills, delivering messages clearly so that they cannot be misunderstood.
4. Abilities to ensure that any information or situations are handled in a respectful manner without escalation.
5. An aptitude for being decisive, making decisions and using discretion - considering the most appropriate course of action outside key policy / process criteria.
6. Abilities to deliver flexible service delivery requirements - including the participation on duty rotas and positively engaging in service and internal policy changes.
7. An understanding of how poor decision making may impact of service / senior officers and what constitutes poor decision making.
8. An understanding of how personal information / sensitive information needs to be managed and the implications of not doing so in accordance with legislative requirements.
9. A good knowledge of computer software packages.



10. Finance/accountancy skills i.e. the ability to use an inhouse finance system to enable you to raise invoices, process payments of bills etc.
11. Previous experience in an administrative role.
12. Have a high degree of accuracy and attention to detail.
13. Integrity, an ability to motivate others and work with others, and retain a positive attitude towards problem solving / delivering service solutions / improving complex problems.
14. An aptitude for being self-motivated as there will be occasions when you are working on your own / or with limited supervision.

How to apply: When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted. Please read alongside the 'How to apply' information on the home page. **PLEASE DO NOT JUST SUBMIT A CV.**

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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