

JOB DESCRIPTION

DATE:	July 2008	Post No: DR0403
DESIGNATION:	Licensing Inspector Legal Services	GRADE: 2/3
SERVICE:	Licensing Manager	HOURS: 20
REPORTS TO:		

GENERAL DESCRIPTION OF DUTIES:

Undertakes the administration and enforcement of the Council's licensing and other functions.

SPECIFIC DUTIES:

1. To provide guidance and advice to customers relating to the practical and legal provisions relating to licensing and registrations administered by the Council and to develop expertise and technical understanding in these areas.
2. To assist the Licensing Manager in the administration of the Council's licensing and registration function and to deputise for him/her whenever necessary.
3. To investigate complaints against licensed drivers and operators and to effect service of process on behalf of the Council in civil and criminal matters and in relation to statutory notices and orders, attending Member Panels or Court as a witness.
4. To be aware of the requirements of the Disability Discrimination Act 1995, both in relation to the requirements imposed on taxis and also the delivery of services by the Council.
5. To ensure that all complaints are recorded and dealt with in accordance with the Council's complaints procedures and to review all complaints with the Chief Solicitor (including unjustified complaints) in order that appropriate lessons may be learned.
6. To process CRB applications, checking and validating supporting documentation before passing for final signature.
7. To contribute towards the maintenance of the Council's Investor in People status and all related initiatives. In addition, to be aware of any opportunities for improving the efficiency and effectiveness of service delivery to customers.
8. To continue a programme of professional and IT training as appropriate.

Job descriptions are working documents and are not intended to specifically exclude any task which the post-holder might reasonably be expected to undertake.