

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Taxi Licensing Training Officer	Post No	CS816
Directorate	Economy & Infrastructure		
Division	Regulatory Services - Licensing		
Band and Salary	Band E £37,035 to £42,708 per annum. Incremental progression is subject to performance.		
Responsible to	Team Leader - Licensing		
Location	The Core, Theatre Square, Solihull, B91 3RG		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Fixed Term Contract	This is a fixed term contract for a period of 2 years due to funding.		
DBS Check	Standard Check		
Car User Status	<p>This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively.</p> <p>Applicants must be able to drive, have a driving licence and be a car owner/have access to a suitable vehicle, however for disabled applicants, reasonable adjustments will be made where required.</p>		
Special Conditions	The post holder will be required to work flexibly to occasionally include evenings and weekends as required, in line with the demands of the job.		

Role Purpose

The post holder will be responsible for the effective regulation and enforcement of licensing legislation with the purpose of securing compliance and protecting the health, safety and wellbeing and economic prosperity of consumers, residents, customers and businesses.

This will be achieved through delivery of training programmes, providing advice and guidance, carrying out inspections, conducting investigations and taking legal action in line with legislation, policy and local and national procedures.

To work collaboratively with colleagues and partners both internal and external to deliver identified service priorities and ensure regulation is co-ordinated efficiently and consistently.

Role Responsibilities

To design, develop and deliver training programmes to taxi/ private hire applicants covering areas such as customer service, road safety, disability awareness, safeguarding, and legal compliance.

To stay informed about industry trends, legislative changes, and innovations in training methods and regularly review the training programmes to ensure the content is up-to-date with the latest legislation, policies, and best practice.

To tailor training programmes to meet the specific needs of different groups, including new applicants, renewal applicants (as a refresher), operators, and those licence holders who require remedial action.

To liaise with licence holders, industry reps and community groups to identify training needs and promote best practice.

To collaborate with internal and external partners, such as the police, transport authorities and safeguarding leads, to ensure a coordinated approach to driver training and public safety.

To provide feedback and guidance to individuals who do not meet the required standards, offering additional training if necessary, and to issue certificates to those who successfully complete the training programme.

To keep accurate records of training sessions, attendance, and outcomes.

To work with the Licensing Team to monitor compliance with local policies and national legislation and regulations.

To investigate complaints or breaches of licensing conditions, providing expert advice on training-related matters.

To evaluate the effectiveness of training programmes through feedback, surveys, and performance data, and to prepare reports/presentations as required, and to identify opportunities for improvement and implement changes to enhance the training experience and outcomes.

To plan, coordinate and deliver specific projects and initiatives, managing all aspects of delivery, including resourcing, risks, budget and outcomes.

To contribute to the development and delivery of the team service plan, and other wider plans and frameworks.

To be conversant with the legislation, guidance, codes of practice and best practice, leading on specific tasks related to them.

To take responsibility for making decisions in respect of safeguarding matters ensuring appropriate processes and guidelines are followed.

To exercise responsibility for continued professional and personal development and to undertake any training and qualifications as required by legislation, the service plan or other corporate requirements, and to lead and participate in the developing and training of staff, applicants and partners.

Any other appropriate duties as and when required.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Level 3 Training Qualification (or equivalent) (ie Preparing to Teach in the Lifelong Learning Sector (PTLLS) or Award in Education & Training (AET or similar) OR The ability to demonstrate through experience, the necessary knowledge to carry out the full range of duties. AND/OR The willingness to work towards an appropriate qualification.	Certificate of Higher Education in Licensing Law, NALEO BTEC, Professional Licensing Practitioner's Qualification (PLPQ) or other related qualification	Certificates Application Form
		Membership of the Institute of Licensing (IOL)	Certificates Application

Experience & Knowledge	Experience of working delivering training to a wide range of audiences/stakeholders.	Experience of delivering training in the regulatory sector.	Application
	Experience of working on own initiative with minimal direction or guidance.		Application
	In depth knowledge of current practices and techniques used in providing advice and securing compliance with regulatory law	Experience of partnership working	Interview Assessment
	Experience in providing advice and guidance to customers, consumers and businesses on regulatory and enforcement matters.	Specialist knowledge of taxi and private hire licensing legislation and best practice	Application Interview
	Knowledge regarding Police & Criminal Evidence Act (PACE), Criminal procedure & Investigations Act (CPIA) and investigations is essential.		Interview Assessment

Skills & Abilities	Effective verbal and written communication skills with the ability to communicate with a wide range of audiences, including customers, elected members and other internal and external partners.	Ability to identify and deploy creative and innovative solutions to problems	Interview Assessment
	Strong presentation and engagement skills.	Attention to detail.	Application Interview Assessment
	Confidence to deal with situations involving conflict.		Interview
	Ability to effectively share tasks and learning with others.		Interview
	Familiarity and competence in using ICT systems, including Microsoft programmes or similar.		Application
	Ability to plan, lead, monitor and report on projects.		Interview
	Ability to work effectively with people, build and maintain strong working relationships and negotiate successful outcomes.		Interview
	A commitment to promoting diversity, inclusion, and equality in service delivery.		Interview

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.	Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.	Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect	Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview

	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.	Interview
	Leadership - Your leadership is demonstrated by delivering outcomes and inspiring your team and individuals to improve and develop within an environment that enables individuals to achieve their potential.	Interview

Other Requirements	Willingness to travel around the borough as required.		
	This is an essential car user post as the demands of the job make it operationally essential and there is a contractual requirement to make a suitable vehicle available to ensure the requirements of the job can be carried out effectively. Applicants must be able to drive, have a driving licence and be a car owner/have access to a suitable vehicle, however for disabled applicants, reasonable adjustments will be made where required.		Application Interview

Compiled/Reviewed by	Annie Bettison
Date	March 2025

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.