

Job Description

Service:	Planning, Infrastructure & Public Protection
Job title:	Taxi Compliance Officer
Grade:	E
Hours of work:	37
Responsible to:	Public Protection Manager - Licensing
Responsible for	
Direct reports:	0
Indirect reports:	0
Budget:	N/A

Purpose of Post:

To support the effective regulation of taxi and private hire licensing within the district by ensuring compliance with relevant legislation, policies, and conditions.

The post contributes to the council's objectives to maintain public safety, enhance service standards, and provide a robust and fair licensing framework.

The role manages first-level complaints, providing prompt, customer-focused responses to concerns relating to licensed drivers, vehicles, and operators.

The role sits within the Licensing Team and works closely with colleagues across Environmental Health, Community Safety, Enforcement, and Customer Services.

The post holder undertakes inspections, investigations, and compliance checks, ensuring that licence holders meet statutory and local requirements.

They will support the administration and enforcement of taxi legislation, council policies, and licensing conditions, providing a visible presence in the community.



Key Deliverables:

- Undertake routine and targeted compliance checks on licensed vehicles, drivers, and operators.
- Investigate first-level complaints, including customer service issues, alleged breaches of conditions, or concerns about licensed drivers or vehicles.
- Assist in preparing reports and evidence for enforcement action, including interviews, statements, and case files.
- Provide clear advice to licence holders and members of the public regarding taxi licensing requirements.
- Maintain accurate records of inspections, investigations, and outcomes using council systems.
- Support the processing and assessment of licence applications where required.
- Work collaboratively with Police, DVSA, Passenger Transport Team, and other partners to promote public safety.
- Participate in joint operations and evening/weekend compliance work as necessary.
- Promote high standards within the taxi and private hire trade.
- Carry out any additional duties that are appropriate to the role and support the effective delivery of the service.



	Essential (E) or Desirable (D)	Method of assessment
Knowledge and Qualifications		
5 GCSEs or equivalent level of education (Grade C or above including Maths and English)	Essential	Application
Ability to interpret and apply legislation, policies, and procedures.	Essential	Interview / Assessment
Full manual UK driving licence and access to a vehicle for work purposes.	Essential	Application
Understanding of taxi and private hire licensing legislation (e.g. Local Government (Miscellaneous Provisions) Act 1976).	Desirable	Application / Interview
Knowledge of enforcement principles and regulatory services.	Desirable	Application / Interview
Experience		
Experience in a regulatory, enforcement, compliance, or customer-facing role.	Essential	Application / Interview
Experience handling complaints or customer issues.	Essential	Application / Interview



Experience working with the public in potentially sensitive or challenging situations.	Essential	Interview
Experience of licensing work or taxi-related regulation.	Desirable	Application
Skills and Abilities		
Strong communication skills, able to engage confidently with licence holders and the public.	Essential	Interview
Ability to produce clear, accurate written reports.	Essential	Application / Assessment
Ability to manage conflict, deal with difficult conversations, and remain calm under pressure.	Essential	Interview
Good analytical skills and ability to assess evidence and determine appropriate actions.	Essential	Interview / Assessment
Ability to work independently and manage a varied workload.	Essential	Interview
Ability to interpret legal and technical information.	Desirable	Interview



<p>Decision Making and Impact on Others</p>	<p>The post holder makes decisions about compliance outcomes, appropriate enforcement pathways, and resolution of first-level complaints.</p> <p>These decisions directly impact licence holders, public safety, and the reputation of the council.</p> <p>The role requires judgement in applying council policy and legislation consistently and fairly.</p>
<p>Communication with Internal and External Customers</p>	<p>Frequent communication with members of the public, taxi drivers, operators, and applicants.</p> <p>Internal contact with Licensing, Legal Services, Environmental Health, Customer Services, and Community Safety.</p> <p>External contact may include Police, DVLA/DVSA, other local authorities, and partner agencies.</p> <p>Internal customer contact 30%</p> <p>External customer contact 70%</p>
<p>Personal Attributes and Other Requirements</p>	<p>Confident, professional, and approachable manner. (E)</p> <p>Ability to work flexibly, including occasional evenings and weekends. (E)</p> <p>Commitment to delivering excellent customer service. (E)</p> <p>Resilient and able to work in a role that may include confrontation or challenging scenarios. (E)</p> <p>Demonstrates loyalty, teamwork, and commitment to organisational values. (E)</p>
<p>HDC values</p>	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p>



The logo for icare, featuring five stylized human figures in blue, green, yellow, red, and purple, arranged in a circle. Below the figures is the word "icare" in a bold, lowercase, sans-serif font.	<p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children