
Post Title: Taxi Enforcement Officer

Post Hours: 37 hours per week

Grade: Scale 5

Responsible to: Taxi Licensing Manager

Responsible for: None

Main contact associated with principal duties:

- Private Hire Drivers and Operators
 - Hackney Carriage Owner & Drivers
 - Colleagues in Legal Services
 - The Police
 - Other Officers of the Council
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Job Purpose:

To undertake enforcement duties and administration in connection with taxi and private hire licensing and other local government licensing work and related clerical work.

Control of Resources:

None.

Main duties and responsibilities:

1. To investigate complaints and gather information about the infringement of licensing conditions and regulations concerning private hire operators, hackney carriages and private hire vehicles and drivers, and to prepare reports on such infringements for consideration as to further action.
2. To undertake occasional evening and weekend work in investigating and monitoring taxi activities.
3. To liaise as necessary with representatives of the taxi and private hire trades.
4. To act as the Council's examiner when applicants for driver's licences take their knowledge test.
5. To undertake related clerical duties in connection with taxi and private hire licensing, including the completion of inspection reports on vehicles and operator's premises and the filling in of log sheets whilst on enforcement duties.
6. To undertake 'spot' checks of vehicles and to make a decision as to whether or not the vehicle is roadworthy.

7. To take written statements from witnesses sometimes under caution.
8. To give evidence in Court on behalf of the Council in connection with any proceeding in relation to licensing matters.
9. To remove and confiscate where necessary license plates from vehicles.
10. Carry out Clerical duties including, but not exclusively, processing and issuing Vehicle/Drivers Applications/Licenses and carry out all related checks DBS/DVLA/Right to Work/NR3.
11. To attend Committee meetings in the absence of the Taxi Licensing Manager.
12. To undertake such other duties as may from time to time be assigned and as are commensurate with the grading of the post.

Selection Criteria	Essential or Desirable	Assessment Method
Knowledge, skills, abilities and experience		
1. The ability to communicate effectively with a wide variety of people, both face-to-face and over the telephone.	Essential	Application Interview
2. Literacy skills to enable the postholder to write clear and concise letters and produce routine reports.	Essential	Application Interview Test
3. The ability to use computerised systems effectively. E.g. Microsoft Word and Excel.	Essential	Application Interview Test
4. An understanding of Equality and Diversity issues relevant to the post.	Essential	Application Interview
5. To be aware of Safeguarding issues.	Essential	Application Interview
6. A full current driving licence, with access to a vehicle insured for business use.	Essential	Application Certification
7. Willingness to work occasional evenings and weekends.	Essential	Application Interview
8. Previous experience in an Enforcement role.	Desirable	Application Interview
9. Knowledge of taxi private hire licensing laws.	Desirable	Application Interview
10. Numeracy skills to enable the postholder to keep records of fees received.	Desirable	Application Interview
Special Requirements		
None.		
As this post is deemed safety critical, it is subject to pre-employment and probationary drug and alcohol testing. It will then be part of the ongoing random testing regime for safety critical posts.		

Date: October 2025