

**JOB DESCRIPTION**

**APPENDIX 1**

<b>Post Title:</b> Trading Standards Officer	<b>Directorate/Service/Sector</b> Public Protection / Public Protection / Business Compliance and Public Safety Unit / Trading Standards and Animal Health		<b>Office Use</b>
<b>Grade:</b> Band 8	<b>Workplace:</b> West Hartford Fire HQ / Other NCC locations		<b>JE ref:</b> <b>HRMS ref:</b>
<b>Responsible to:</b> Senior Trading Standards Officer	<b>Date:</b> August 2023	<b>Manager Level:</b>	
<b>Job Purpose:</b> To operate over a range of work activities and deal with the more complex problems arising in that field. To be responsible for, administer and co-ordinate the day to day work activities of a section and ensure necessary actions are taken to achieve the objectives of the area team and service.			
<b>Resources</b>	Staff	Supervisory responsibility for a number of professional, technical and support staff providing area wide services	
	Finance	Accountable for spending of allocated budgets. Managing projects and contracts with clients and contractors, fee generation and collection	
	Physical	Technical equipment associated with work area. Maintain premises databases, records and reports for work area. Lease car and service vehicles.	
	Clients	Create policy and enforce regulations that have a direct impact upon the health, safety and well being of the public and other service users.	
<b>Duties and key result areas:</b>			
<ol style="list-style-type: none"> <li>1 Discharge the Council's responsibilities under Trading Standards and consumer protection legislation, through the inspection of premises, goods and records, and the sampling of goods, such as to meet the needs of the public, business community and other service users, in a way which meets inter/national legislation, professional best practice, corporate standards, in-house procedures and the service's business plans. Interpret and assess compliance with legal requirements and take appropriate action where non compliance is detected.</li> <li>2 Contribute to, and where appropriate, take a lead role in the development and delivery of specific services including the development of appropriate policy, delivery strategies, promotion and appropriate funding to bring the service's business plans and objectives into effect.</li> <li>3 Undertake/oversee specific professional and service related projects or delivery initiatives in accordance with given terms of reference or objectives.</li> <li>4 Conduct investigations of incidents, persons, premises or activities as required for the specific service area.</li> <li>5 Prepare/supervise the preparation of legal reports on all case work within area of responsibility, and ensure that the investigation and reporting of alleged offences are dealt with thoroughly and with the minimum of delay. Examine reports for completeness and admissibility of evidence, recommend action to be taken to senior officers in accordance with the Council's Enforcement Policy. Assist in the maintenance, collation and delivery of records for court.</li> <li>6 Attend court and give evidence as required</li> <li>7 Respond to all requests for service in an efficient and effective manner carrying out the appropriate actions in line with the Public Protection service plan, statutory and legal requirements and recognised best practice.</li> <li>8 Provide professional advice to service users on Trading Standards and consumer protection matters, which meets legal requirements, professional best practice, corporate standards, and in-house procedures.</li> <li>9 Assist Managers in service planning.</li> <li>10 Implement Council policies and ensure operating procedures and guidance are followed.</li> <li>11 Maintain all relevant records in accordance with the service's requirements and procedures and assist with the collation of performance statistics.</li> <li>12 Periodically appraise, select and arrange the purchase of specialist Trading Standards equipment and other needs.</li> <li>13 Actively promote and represent the interests of the County Council in relation to service activities and policies at local, regional and national level as appropriate.</li> <li>14 Supervise a number of trainee, support and technical staff, as appropriate, co-ordinating the work of the team, delegating work appropriately, providing clear guidance and motivating staff to achieve service objectives and quality standards.</li> </ol>			

- 15 Assist in the recruitment, selection, induction, discipline, training and development of professional and support staff, and contribute to the skills planning and workforce development processes within the service.
- 16 Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues.
- 17 Develop, implement and operate information systems that meet the needs of the service and which ensure accuracy, confidentiality, speedy access and ease of use.
- 18 Accountable for expenditure against allocated budgets, monitor relevant budget headings, ensure effective spend against established targets and compliance with financial regulations
- 19 Develop effective and constructive relationships with colleagues and external contacts in order to promote effective partnership arrangements for the delivery of high quality services.
- 20 Participate fully in the corporate planning and management of the service.
- 21 Implement Council policies and ensure operating procedures and guidance are followed

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

### **Work Arrangements**

Transport requirements:	Able to meet the transport requirements of the post. Travel throughout and occasionally outside the County area. Flexible hours to ensure duties are fulfilled, including (occasional) evening, night and weekends and Bank Holidays.
Working patterns:	Lone working. Emergency response.
Working conditions:	Office, outdoors, inspecting retail, catering, industrial and commercial premises. Some work will take place in dirty, unpleasant environments and in the open in all weathers.

**PERSON SPECIFICATION**

<b>Post Title:</b> Trading Standards Officer	<b>Director/Service/Sector:</b> Public Protection / Public Protection / Business Compliance and Public Safety Unit / Trading Standards and Animal Health	<b>Ref:</b>
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Knowledge and Qualifications</b>		
<ul style="list-style-type: none"> <li>(1) Trading Standards Practitioner Diploma (TSPD) qualification or its antecedents</li> <li>(2) Thorough knowledge and understanding of relevant service legislation, best practice, procedures and contemporary issues.</li> <li>(3) Evidence of continual professional development in a related area</li> <li>(4) Literacy and numeracy.</li> </ul>	<ul style="list-style-type: none"> <li>(1) Degree level or equivalent standard of general education</li> <li>(2) Management qualification or accredited management training.</li> <li>(3) Evidence of recent and relevant management training.</li> <li>(4) Post graduate qualification in a related discipline</li> <li>(5) Additional modular points from the new qualification framework</li> <li>(6) Evidence of continual professional development in a related area</li> </ul>	(a) (i)
<b>Experience</b>		
<ul style="list-style-type: none"> <li>(5) Recent and relevant professional experience related to the post</li> <li>(6) A breadth of work experience in selecting and applying the full range of professional methods, tools and techniques in a wide range of work situations.</li> <li>(7) An evidenced track record as a successful professional officer</li> <li>(8) Experience in engaging effectively with others and building productive partnerships.</li> <li>(9) Relevant experience in designing and drafting policies, procedures and other technical documents.</li> <li>(10) Experience in managing projects to successfully achieve set objectives.</li> </ul>	<ul style="list-style-type: none"> <li>(7) Experience in a particular relevant specialist area.</li> <li>(8) Experience of supervising other professional officers or support staff through: regular instruction, regular checking of work, regular allocation of work, organisation of work, evaluation and appraisal of work, evaluation of working methods, employee development.</li> <li>(9) Direct experience of giving evidence in Court</li> </ul>	(a) (i) (r)
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>(11) A high level of competency as a Trading Standards professional</li> <li>(12) Prepares written, verbal and other media to best professional standards</li> <li>(13) Investigative, analytical, interpretive, communicative, educative, organisational, attitudinal and problem solving skills.</li> <li>(14) Ability to communicate effectively with a wide range of audiences within the workplace and the professional work area.</li> <li>(15) Good motivational and team leading skills.</li> <li>(16) Ability to act as a coach and mentor.</li> <li>(17) Good keyboard &amp; IT skills appropriate to the work area</li> <li>(18) Negotiation skills and able to persuade others to an alternative point of view.</li> <li>(19) Is an effective advocate for the Directorate both within and externally.</li> <li>(20) Maintains a professional demeanour in stressful and difficult situations.</li> </ul>	<ul style="list-style-type: none"> <li>(10) Applied use of communication skills using different media (presentations, written or oral) to a range of audiences (for example members of the public, businesses, elected representatives, professional bodies).</li> <li>(11) Experience in using Trading Standards specific software packages.</li> </ul>	(a) (i) (p)

<b>Physical, mental and emotional demands</b>		
<p>(21) Ability to work in cramped spaces or in awkward positions in the course of inspections.</p> <p>(22) Ability to work in unpleasant environments and/or adverse weather conditions.</p> <p>(23) Prolonged sitting for example at a desk, using a PC or driving.</p> <p>(24) Standing and walking generally and in the course of inspections, enforcement.</p> <p>(25) Lifting and carrying equipment for example briefcase/inspection bag, sampling equipment, cool box, technical equipment.</p> <p>(26) Visual attention for prolonged periods when conducting inspections, driving, during presentations, meetings &amp; training.</p> <p>(27) Close visual attention when examining samples.</p> <p>(28) Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; writing reports; using a PC for data entry or writing; reading documents, reports, technical advice.</p> <p>(29) Ability to balance and prioritise a number of conflicting work demands due to deadlines, frequent interruptions (in the form of emails, telephone calls or face to face meetings, from work colleagues, staff, members of the public, businesses, Elected Members), unexpected reactive work, demands from government agencies or the need to respond to an urgent and serious problem.</p> <p>(30) Ability to occasionally deal with individuals in connection with trading standards matters, who do not exhibit normal rational behaviour, or have personal problems, or are unpredictable, or unwilling to accept alternative points of view, or unable to comprehend the implications of their actions.</p> <p>(31) Ability to occasionally deal with business operators, members of the public, or others who are angry following enforcement action, or notification of intention to prosecute.</p> <p>(32) Ability to occasionally deal with persons making an official complaint about a Council service who may be angry, distressed or disturbed.</p>		(i) (t)
<b>Other</b>		
<p>(33) A strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>(34) Dependable, reliable and keeps good time.</p> <p>(35) Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>(36) Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>(37) Proactive and achievement orientated</p> <p>(38) Works with little direct supervision.</p> <p>(39) Able to meet the transport requirements of the post.</p>		(a) (i) (q)

(40)Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.		
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits