

## JOB DESCRIPTION

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| <b>Post Title:</b> Senior Trading Standards Officer  |          | <b>Director/Service/Sector</b> Local Services/Public Protection/ Business Compliance & Support Unit/Trading Standards  |                       | <b>Office Use</b><br><br>JE ref: 3029<br>HRMS ref: |
| <b>Grade:</b> Band 9   |          | <b>Workplace:</b> County Hall, Morpeth   |                       |  |
| <b>Responsible to:</b> Trading Standards Manager   |          | <b>Date:</b> March 2015  | <b>Manager Level:</b> |  |
| <b>Job Purpose:</b> To operate over a specific technical area 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 Trading Standards staff and ensure necessary actions are taken to achieve the objectives of the team and service.  |          |  |                       |  |
| <b>Resources</b>   | Staff    | Supervisory responsibility for a number of professional, technical and support staff providing area wide services  |                       |  |
|  | Finance  | To be accountable for spending of allocated services budgets. Managing 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   |                       |  |
|  | Clients  | The public, businesses, industry, elected members, local and national government bodies, professional Institutions and support organisations, Parish & Town Councils   |                       |  |
| <b>Duties and key result areas:</b><br>Discharge the Council's responsibilities under trading standards legislation, Codes of Practice and guidance through conducting inspections of premises, products, or websites, responding to complaints, taking part in projects and such other regulatory activity as is appropriate.<br>inspection or sampling of products or premises, interpretation of compliance with legal requirements, decision of an appropriate course of action in accordance with the Council's Enforcement Policy and implementation of that action.<br>Manage the officers the post holder is responsible for including the administration and co-ordination of the day to day work activities, maintenance of records and performance statistics.<br>Assist the Trading Standards Manager in service planning, supervision of staff, performance monitoring and reporting.<br>Deputise for the Trading Standards Manager as required<br>Conduct investigations of incidents, persons, premises, websites or activities.<br>Act as the Trading Standards service specialist for allocated areas of law or regulatory activity<br>Implement Council policies and ensure operating procedures and guidance are followed.<br>Provide information and guidance on good practice to encourage compliance and support businesses.<br>Provide information to residents to promote a better environment and healthy lifestyle.<br>Ensure a professional service level is delivered, be able to demonstrate the section's performance against service plans, adapt procedure in response to legislative change and develop the service in the future, responding to customer needs and council priorities.<br>Fulfil the corporate aims and policies of the council in respect of people management, staff development, working terms and conditions, equality, employee relations, employee health, welfare and attendance,<br><br>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. |          |  |                       |  |
| <b>Work Arrangements</b>   |          |  |                       |  |
| Transport requirements:<br>Working patterns:<br>Working conditions:  |          | Full driving license required. Travel within and outside of the Area Committee and County area.<br>Flexible hours to ensure duties are fulfilled, including (occasional) evening, night and weekends and Bank Holidays. Lone working. Emergency response.<br>Office, outside in all weathers, visits to retail, industrial and wholesale trade premises and roadside locations |                       |  |

## PERSON SPECIFICATION

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| <b>Post Title:</b> Senior Trading Standards Officer   |  | <b>Director/Service/Sector:</b> Local Services/ Public Protection / Business Compliance & Support Unit/Trading Standards   | Ref: 3029        |
| <b>Essential</b>  |  | <b>Desirable</b>   | <b>Assess by</b> |
| <b>Knowledge and Qualifications</b>   |  |  |                  |
| <ul style="list-style-type: none"> <li>• Practical knowledge experience of administering Trading Standards legislation</li> <li>• Diploma in Trading Standards or equivalent</li> <li>• Evidence of recent relevant Management Training</li> <li>• Thorough knowledge and understanding of relevant service legislation, best practice and contemporary issues.</li> <li>• Evidence of continual professional development in a related area</li> <li>• High standard of literacy and numeracy.</li> </ul>   |  | <ul style="list-style-type: none"> <li>• Management qualification or accredited management training.</li> <li>• Annual 20 hours minimum Continued Professional Development (CPD).</li> <li>• Degree level or equivalent standard of general education</li> </ul>   | a,i,o (cert)     |
| <b>Experience</b>   |  |  |                  |
| <ul style="list-style-type: none"> <li>• Considerable recent and relevant professional experience related to the post</li> <li>• Direct experience of enforcement.</li> <li>• 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> </ul>  |  | <ul style="list-style-type: none"> <li>• Broad range of professional experience across Trading Standards</li> <li>• Experience of administering HR procedures such as recruitment, appraisal, training needs analysis or disciplinary action</li> </ul>  | a,i,r            |
| <b>Skills and competencies</b>  |  |  |                  |
| <ul style="list-style-type: none"> <li>• A high level of competency as a TS professional.</li> <li>• Developed; investigative, analytical, interpretive, communicative, educative, organisational and attitudinal skills.</li> <li>• Ability to communicate effectively with a wide range of audiences within the workplace and the professional work area.</li> <li>• Good motivational and team leading skills.</li> <li>• Ability to act as a coach and mentor.</li> <li>• Good Keyboard &amp; IT skills and competencies appropriate to the work area (for example for writing reports, letters, compiling records, statistics, work plans, tables, spreadsheets and databases and use of the service's computer management system)</li> <li>• Ability to use relevant technical equipment</li> </ul> |  | <ul style="list-style-type: none"> <li>• 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>• Applied use of keyboard and IT skills.</li> <li>• European Computer Driving Licence (ECDL) or similar</li> </ul> | a,i,r,p,o (cert) |
| <b>Physical, mental and emotional demands</b>   |  |  |                  |
| <ul style="list-style-type: none"> <li>• Normally works from a seated position with some need to walk, bend or carry items.</li> <li>• In good physical health able to carry out inspections involving some physical challenge when necessary</li> <li>• Lifting and carrying equipment for example briefcase/inspection bag, sampling equipment, cool box, technical equipment.</li> <li>• Need to maintain general awareness with lengthy periods of enhanced concentration.</li> </ul>   |  |  | a,i,             |

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| <ul style="list-style-type: none"> <li>• Ability to work under pressure and recognise stress in self and others.</li> <li>• Ability to undertake work in dirty, unpleasant environments and in the open in all weathers.</li> <li>• Mental demands in balancing and prioritising a number of conflicting work demands due to deadlines, frequent interruptions in the form of emails, telephone calls and face to face meetings from work colleagues, staff, members of the public, businesses, and Elected Members etc, unexpected reactive work, demands from government agencies, and the need to respond to an urgent and serious problem.</li> <li>• Frequent contact with public/members/partners in day to day work and conflict resolution.</li> <li>• Emotional demands in occasionally dealing with individuals in connection with trading standards matters who do not exhibit normal rational behaviour or have personal problems, and are unpredictable, unwilling to accept alternative points of view or comprehend the implications of their actions.</li> <li>• Emotional demands in occasionally dealing with business people, members of the public or others who are angry following enforcement action or notification of intention to prosecute.</li> <li>• Emotional demands in occasionally dealing with persons making an official complaint about a Council service who may be angry, distressed or disturbed.</li> </ul> |  |         |
| <b>Other</b>  |  |         |
| <ul style="list-style-type: none"> <li>• Full driving licence</li> <li>• Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.</li> </ul>  |  | licence |

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