JOB DESCRIPTION

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| **JOB TITLE** | Regulatory Compliance Officer (Tobacco) |
| **GRADE** | Band F |
| **REPORTING TO** | Trading Standards Team Leader |
| **JD REF** | REG0067G |

# PURPOSE

Contribute to Wirral Councils’ Tobacco Control strategy. Providing support to the service’s provision of effective enforcement action in tackling illicit and illegal tobacco products and vapes within Wirral. Ensuring a fair-trading environment and increase the level of public awareness of where and how to report illicit and illegal tobacco/nicotine containing products. Undertake age 12 restricted sales test purchasing operation in relation to tobacco and vapes.

# Main duties and responsibilities

* Develop and implement a strategy to increase the number of reports/informants (via telephone, text, e-mail and social media) of illegal and illicit tobacco and vapes.
* Develop a public relations and media plan to increase the awareness of the new strategy and key activities, include at least two public facing events per year.
* Establish an efficient and effective protocol to respond to and collect evidence for prosecutions of non-retail illegal tobacco/vape sales.
* Develop incentives for local businesses to report illegal and illicit tobacco/vape sales – such as licensing terms and conditions.
* Support and promote the regional ‘Keep it out’ illegal and illicit campaign in hotspot areas, targeting parents, carers, and non-smokers.
* Promote awareness amongst local workforce/businesses of the risks and penalties associated with the sale of illegal/illicit tobacco/vapes.
* Work with businesses/agencies to deliver training, and provide enhanced support for those businesses who fail their inspection.
* Increase the number of underage test purchasing activity in areas of deprivation to one per month and publicise the results of the exercises.
* Conduct regular inspections for the presence of appropriate health warnings and duty paid information on niche tobacco products such as chewing tobacco and Shisha. Remove non-compliant products from sale after providing advice to traders on regulations relating to niche tobacco sales.
* Enforce Trading Standards legislation via a variety of methods including inspections, projects and targeted advice and/or guidance.
* Assist the Team in conducting investigations into alleged criminal and civil breaches of legislation in accordance with PACE and RIPA.
* Provide assistance to other staff within the Service including the lifting and carrying of weights, the care and maintenance of standards and technical equipment and the testing of weighing and measuring equipment, and the weighing or other measurement of any goods.
* Undertake special projects under the supervision of the Trading Standards Team Leader, Trading Standards Officers or Assistant Trading Standards Officers.
* Attend court to represent the Council as required in relation to any prosecutions that are undertaken by the Service and assist in the preparation of the case files for Court.
* Respond to consumer complaints and business enquiries relating to illicit and illegal tobacco products and/or allegations of businesses selling age restricted sales products to children.
* Assist the team in the interviewing of complainants and obtain comprehensive witness statements.
* Undertake research work in relation to Trading Standards operations under the supervision of the Team Leader
* Liaise with other partner agencies and act as a point of contact for Trading Standards.
* Regularly operate and maintain Trading Standards business support systems (electronic and manual) relating to all Trading Standards work, ensuring that all database systems are up to date and correctly maintained.
* Undertake legal and technical research duties in connection with enquiries, complaints and investigations.

# Role specific knowledge, experience and skills

**Qualifications:**

* Five GCSE passes (including English and Maths at grade C/4 and above).
* Minimum of two A levels or equivalent qualification.
* Regulatory Compliance Officer (RCO) qualification.
* Commitment to maintain continuous professional & personal development (CPPD).

**Knowledge & Skills:**

* Effective use of IT applications such as Microsoft office, excel, word.
* Excellent written and verbal communication skills.
* Ability to work alone or in a team.
* Numerate with good arithmetic skills.

**Experience:**

* Experience of dealing with a varied case load.
* Experience of handling and protecting sensitive and confidential information.
* Proven ability to ensure that confidentiality is maintained at all times.

# DESIRABLE knowledge, experience and skills

**Knowledge & Skills:**

* Ability to prepare written reports.
* Ability to understand, interpret and explain technical detail.
* Ability to problem solve.
* Excellent written and verbal communication skills.

**Experience:**

* Experience of working in an enforcement role.
* Experience in the investigation of criminal and civil offences.
* Experience in Court appearances.
* Awareness of the UK Legal System.

# ADDITIONAL INFORMATION

The postholder must be able to travel across the borough and work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**NOTE:**

**The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.**

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder’s responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

# dATE OF APPROVAL: 5th October 2023

**APPROVED BY:**

***MJ Cockburn***

Mike Cockburn

Assistant Director – Climate Emergency & Environment

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