

Job Description

Job Title	Regulatory Compliance Officer (Alcohol)
Grade	Band F
Reporting To	Trading Standards Team Leader
JD Ref	REG0067G

Purpose

Contribute to the service's provision of effective enforcement action in tackling illicit and illegal alcohol within Wirral to ensure a fair-trading environment.

Undertaking age restricted sales test purchasing operations per year in relation to alcohol and increasing the level of public awareness of where and how to report illicit and illegal alcohol products whilst working with colleagues in Public Health to contribute to Wirral Council's Health Equalities Strategy

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Trading Standards Service Specific Duties & Responsibilities:

- Establish an efficient and effective protocol to respond to and collect evidence for prosecutions of non-retail illegal alcohol sales.
- Investigate and develop incentives for local businesses to report illegal and illicit alcohol sales such as licensing terms and conditions.
- Increase the number of underage test purchasing activity in areas of deprivation to and publicise the results of the exercises.
- Conduct regular inspections for the presence of illicit or illegal alcohol products. Remove non-compliant products from sale after providing advice to traders on regulations relating to illicit and illegal alcohol sales.
- 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.

Communication, Engagement and Training:

- 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.
- Promote awareness amongst local workforce/businesses of the risks and penalties associated with the sale of illegal/illicit alcohol.
- Work with businesses/agencies to deliver training, promotion and increased awareness of illegal and illicit alcohol products and provide enhanced support for those businesses who fail their inspection.
- 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.
- Liaise with other partner agencies and act as a point of contact for Trading Standards.

Data Analysis and Decision-Making:

- Develop and implement a strategy to increase the number of reports/informants (via telephone, text, e-mail and social media) of illegal and illicit alcohol products.
- Enforce Trading Standards legislation via a variety of methods including inspections, projects and targeted advice and/or guidance.
- Ensure awareness, familiarity and interpretation of the relevant legislation and its application.
- Undertake research work in relation to Trading Standards operations under the supervision of the Team Leader.
- 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.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.



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FOCUSED



PROFESSIONAL

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

Experience

- Experience of handling and protecting sensitive and confidential information.
- Experience of dealing with a varied case load.
- Proven ability to ensure that confidentiality is maintained at all times.
- *Desirable - Experience of working in an enforcement role.*
- *Desirable - Experience in the investigation of criminal and civil offences.*
- *Desirable - Experience in Court appearances.*
- *Desirable - Awareness of the UK Legal System.*

Additional Information

- Ability to travel across the Borough and work from various locations.
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Moving or handling heavy loads
- Working in a confined space
- Working at Heights
- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Foods Handling
- Vocational Driving
- Driving duties
- Driving LGV or PCVs
- Contact with latex



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- Working with children
- Exposure to persons with challenging or aggressive behaviour

**Approved By: Mike Cockburn – Assistant Director –
Climate Emergency & Environment
Date Of Approval: 5TH OCTOBER 2023**



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