Job Description

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| **Job Title** | Assistant Trading Standards Officer |
| **Grade** | Band H |
| **Reporting To** | Trading Standards Team Leader |
| **JD Ref** | REG0075G |

Purpose

Undertake criminal compliance enforcement activities across the regulatory service functions.

Carry out the powers and duties under the statutes or amendments to statutes, statutory

instruments and regulations which are assigned to the post holder relating to regulatory

services.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.
* Be proactive in contributing to the achievement of performance targets.

**Trading Standards specific duties & responsibilities:**

* Attend court to represent he council as required in relation to any prosecutions that are undertaken and that case files are prepared.
* Undertake special projects under the general supervision of the Senior Manager Trading Standards and the Trading Standards Team Leader.
* 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.
* Taking due care of departmental equipment when on and off site.
* Purchasing samples from commercial outlets on a random or planned basis and testing or

forwarding such items for test to appropriate test centres and ensuring continuity of

evidence.

**Communication, Engagement and Training:**

* Interview complainants and obtain comprehensive witness statements, as necessary and conduct investigations into alleged criminal and civil breaches in accordance with PACE and RIPA, brief legal services and give evidence in legal proceedings when necessary.
* Liaise with other partner agencies and act as a point of contact for Trading Standards.
* Assist and supervise work of trainees and students who are attached to the team.
* Promote a customer focussed service in conjunction with other service providers.
* Develop constructive working relationships with colleagues and customers.
* Interpret, explain, enforce legislation and participate in the education, guidance and training of businesses and members of the public.
* Use persuasive skills to change behaviour

**Data Analysis and Decision-Making:**

* Undertake research work in relation to trading standards operations.
* Ensure awareness, familiarity and interpretation of the relevant legislation and its application.
* Ensure that all systems are up to date and correctly maintained.
* Ensure electronic communications and document transfers, are processed in accordance with the data protection principles and council secure data procedures and protocols.
* Responsible for ensuring accuracy of financial information and statistical data.
* Complete reports for the senior manager and contribute to committee reports as required for sign off by the senior manager.
* Regularly operate and maintain trading standards business support systems (electronic and manual) relating to all trading standards work.
* Undertake legal and technical research duties in connection with enquiries and investigations. This may require carrying out and developing screen checks for goods.

**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 Practice.
* Ensure that workloads are prioritised and strict adherence to council policy and legislation.
* Work in accordance with the council’s enforcement policy from informal to formal proceedings.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Professional CTSI Trading Standards qualification (DCA/CSCATS foundation
* qualification) or equivalent experience in a trading standards service.
* *Desirable - Diploma in Consumer Affairs.*

**Knowledge & Skills**

* Understanding of the UK legal system.
* Ability to provide compliance advice to businesses or members of the public.
* Demonstrate excellent customer care.
* Excellent IT skills with knowledge of Microsoft systems and experience of using databases.
* Excellent time management, with the ability prioritise workload effectively.
* Excellent Communication skills both written and verbal.
* *Desirable – Good presentation skills.*
* *Desirable - Ability to understand, interpret and explain technical detail.*
* *Desirable - Able to manage conflict and retain objectivity.*
* *Desirable - Co-operate and work well within a team in pursuit of team goals.*
* *Desirable - Promotion of service through media and public exhibitions.*
* *Desirable - Preparing guidance material for the public.*

**Experience**

* Experience of working in a regulatory services enforcement role.
* Experience of adhering to documented procedures.
* *Desirable - Experience of negotiation and persuasion to secure compliance with legal or procedural requirements.*
* *Desirable - Preparation of written reports.*
* *Desirable - Involvement in project-based surveys.*
* *Desirable - Conducting legislative compliance inspections.*
* *Desirable - Investigation of criminal offences and Court appearances.*
* *Desirable - Experience of appearing as witness.*

Additional Information

* This role requires an Enhanced Barred Child DBS check.
* Ability to travel across the Borough and work from various locations.
* Work hybrid, with a flexible working approach to accommodate service needs.
* 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:

* Prolonged Repetitive Movements/Actions
* Moving or handling heavy loads
* Working with dust or fumes
* Working with skin irritants /sensitisers
* Working with chemicals (industrial or cleaning)
* Working in a confined space
* Working at Heights
* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Driving duties
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By: Gill Vicary Senior Manager Trading Standards

Date Of Approval: 11 December 2024