

<b>Job title:</b>	Trading Standards Enforcement Officer	<b>Role Profile No</b>	OPN97
<b>Grade/s</b>	N	<b>Reporting to: Responsible for:</b>	Team Leader Trading Standards
<b>Directorate / Pillar / Strand</b>	Economy and Development – Regulatory Services – Trading Standards		

**Role Overview**

To carry out the full range of duties, with supervision, within Trading Standards (TS), working across functional boundaries as may be required from time to time. To engage, enable, and enforce; using the full range of tools and to support businesses and ensure the health & wellbeing of residents.

The Trading Standards service covers a diverse range of functions across a very wide range of residential and commercial settings. These range from fair trading, doorstep crime, scams, counterfeiting, feed controls, farm animal health & welfare, weights and measures, product safety, age restricted sales, illicit cigarettes and tobacco. Trading Standards also provides advice to businesses and consumers as well as deliver coaching and training as appropriate.

**Role Purpose:**

To be responsible for the day to day delivery of the full range of Trading Standards duties.

Providing compliance advice to business, undertake reports on projects and evaluate service projects. Carry out inspections as required. Undertaking investigations, gathering evidence including witness statements and expert opinions to create robust cases. Prepare reports which you'll use to brief colleagues, senior officers (including legal services) and create legislative briefings. In addition, you may be required to provide evidence in civil and criminal enforcement action in court. Initiate, lead, contribute to and participate in the planning, implementation and review of project work, surveys and sampling and testing programmes.

Assist in the preparation of Specific Service Plans and assist in developing and maintaining enforcement and procedure manuals.

A significant proportion of the work done by the post holder is carried out away from the office and frequently outside of normal working hours

**Knowledge & Experience:**

- Educated to Degree level or to a level which would allow full professional accreditation if different (such as Diploma in Consumer Affairs or Diploma in Trading Standards)
- Evidence of Continual Professional Development (CPD) and/or statutory competency in relevant fields.
- Experience of working in Trading Standards or other relevant enforcement experience
- Strong commitment to partnership working.
- Good written and verbal communication skills.
- Good organisational and case management skills.
- Good risk assessment and risk management skills.
- Good self-awareness.
- Flexible and responsive.

**Decision Making:**

- Ability to identify and implement, with support, the correct investigative techniques and approaches across a wide range of legislative provisions.
- Ability to implement the correct style and mode of communication for a very wide range of situations and personality types across the whole range of partners and public.
- Ability to choose and implement appropriate enforcement actions and other outcomes across a wide range of areas, functions, and legislation.
- Ability to identify the correct level of enforcement or intervention, and an ability to flex or escalate readily in response to new information or obtained results.
- Ability to identify risk, and identify controls and responses to risks and hazards to protect themselves and the public in a wide range of situations and locations.

**Contacts and Relationships:**

- Role holders will, suitably supervised:
- Use all means of contact on behalf of the Council with internal and external contacts, including formal letters, enforcement notices and files, telephone, email, memos, papers.
- Use all means in order to negotiate outcomes, enforce outcomes, obtain services and assistance, partnership working, projects, including out of hours.
- Will respond to requests for service, intelligence reports, referred cases, challenges and complaints directly unless needing support of more senior officers, including out of hours and in direct enforcement situations in a wide range of settings.
- Have direct authoritative contact with members of the public, Members, Members of Parliament and corporate representatives within their areas of competence.
- Role holders will maintain productive and effective relationships with a wide range of internal and external partners such as other Councils, Police, and other Government Agencies such as DEFRA, APHA, OPSS, HMRC etc .

### **Creativity & Innovation:**

- Interpret legislation, guidance etc and authoritatively explain them to a wide range of stakeholders.
- Successfully navigate day to day enforcement situations.
- Identify alternative approaches during surveys, sampling episodes, inspections, etc, where more usual approaches do not achieve the aim or secure the correct evidence.
- Identify and use wide ranging and sometimes atypical sources of information or evidence to investigate cases successfully.

### **Values and Behaviours**

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

### **Contacts and Relationships**

### **Other Key Features of the role**

Job Scope: No & type of jobs Managed:	Job Scope:
The role holder will be well educated in their specialist field, and/or have sufficient expertise gained through experience. They will hold and manage a large caseload, and be expected to drive those cases to successful conclusions with supervision and guidance where required. This will include responding to challenges to their cases by subjects of enforcement and third parties. Support is available through the Team Leader, but the role holder will be expected to manage the great majority of day to day work using their own resources. They will serve Notices and take other direct enforcement which carries risk to the organisation if done incorrectly. The role holder may naturally develop	Budget: Authorised to spend small cash values to be reclaimed via expenses up to £50 without seeking permission  Assets: Uniform Database, various survey and technical equipment

specialisms and higher level competencies, and will cascade these experiences and skills to others; typically mentoring or supervising individual tasks within more complex situations. Officers will have some discretion to investigate cases to best effect, using general guidance and internal protocols to inform their actions but with the facility of escalating issues to more senior officers. Officers may often work outside of their specialist field, with supervision and direction, where needed for operational efficiency

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Employee:	
Signature:	Date
Corporate Board Representative:	
Signature:	Date: