

Job title:	Trading Standards Enforcement Officer (TSEO)
Role Profile reference:	OPN97v2
Date:	September 2020
Manager/Director:	Team Leader/ Regulatory Services Business Manager/ Strategic Development Director
Directorate:	Strategic Development
Team:	Regulatory Services
Career Family Level:	Grade N-Q

Job Purpose:

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.

Key Accountabilities:

1. To be responsible, with colleagues, for the day to day delivery of a range of statutory and non-statutory Trading Standards duties with appropriate supervision.
2. To escalate work to senior colleagues or management as appropriate.
3. To work with other functional teams within Regulatory Services and across the Council when needed, under the direction and supervision of team leaders and senior officers.
4. To respond to complaints and intelligence reports from members of the public, internal partners and external agencies, decide, with support, on appropriate investigations and evidence gathering activities required, and to initiate suitable action.

5. To use an escalating and risk based enforcement approach; seeking to change behaviour and remedy non-compliance at the lowest level of intervention where suitable and practicable.
6. To use a range of approaches and styles to gain compliance at a suitable level of intervention.
7. To undertake proactive and reactive inspections at commercial and domestic locations within the Borough of Swindon.
8. To work in challenging and inhospitable environments at times, including outdoors in inclement weather and/or in difficult environments indoors.
9. To deal with sometimes difficult and challenging members of the public in direct enforcement situations, with suitable support.
10. To work outside of normal office hours where required as part of the role.
11. To gather and store evidence in a legally robust way to support investigations and enforcement actions.
12. To serve Notices and take enforcement action which, if done incorrectly, this may result in compensation claims or legal challenge.
13. To initiate, conduct and co-ordinate, with supervision, criminal investigations, including the preparation of files for prosecution.
14. To attend Court as a witness in prosecution and other cases, applications for Warrants of Entry, seizures and forfeiture of items and/or materials, Premises Closure Orders, Enterprise Act enforcement orders, criminal behaviour orders, etc.
15. To contribute to and participate in the planning, implementation and review of project work, surveys and sampling programmes.
16. To interpret, with support, often complex and/or conflicting legislation, guidance and protocols and to provide advice to internal and external partners, businesses and members of the public.
17. Provide cascade training to staff, at all levels within the service, on new legislation following attendance at National/Regional courses and seminars
18. To provide business and consumer advice where required.
19. To adhere to internal processes and procedures.
20. To undertake training as necessary for continuous professional development.

Knowledge and 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.

Creativity and 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.

Job Scope:

The role holder will be well educated in their specialist field, and/or has 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 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 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

Budget and resources:

The role holder has responsibility for survey and inspection equipment issued to them, and for complex, expensive and sensitive equipment that they may use from time to time. They are responsible for the Personal Protective Equipment and IT issued to them. They will spend small cash values to be reclaimed via expenses or petty cash up to £50 without seeking permission. They will have responsibility for the accuracy and maintenance of records within proprietary applications, and physical evidence gathered in the course of their work. From time to time they may obtain vehicles or additional complex equipment for use at work, and be responsible for them.

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 .

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

Other Key Features of the role:

The role holder will operate, suitably supervised and directed, in a very wide range of environments and conditions, sometimes including hostile, hazardous, dirty, or uncomfortable settings. Work will sometimes be carried out at night and/or outdoors in inclement weather. Due to the nature of the work, officers may sometimes experience situations that they may find emotionally challenging such as when dealing with victims of crime. Enforcement situations can become conflictual and officers may therefore be exposed to verbal abuse and aggression.

Please add the names of the employee(s) that do the job and their line manager.	
Employee:	Employee name:
Date:	
Line Manager:	Line Manager name:
Date:	