



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Senior/Trading Standards Officer	Level: Q	Job Code: ES941
Department: Regulatory Services	Job Family: Commercial Regulation	Date Prepared: 2 June 2009 (updated Jan 2022)
Role reports to (Job Title): Trading Standards Team Leader		
Job Purpose: To protect and promote the health and well-being of Swindon's visitors and residents by: <ul style="list-style-type: none">• seeking compliance with trading standards legislation (over 400 Acts and associated Regulations including Weights and Measures legislation); through inspecting business premises, taking samples, making test purchases and procuring evidence as may be required;• advising business on the requirements of the law; by receiving and investigating allegations of non-compliance from the public;• investigating and report incidence of non-compliance;• taking enforcement action as may be required;• giving evidence in Court.		
Key Accountabilities: As a Trading Standards Officer <ol style="list-style-type: none">1. Be an authorised officer of the Council and to carry out effectively, with minimal supervision, enforcement duties under all legislation relevant to this post, including inspection of business premises to check compliance with Trading Standards legislation; examination of procedures, products and equipment as may be required; taking appropriate enforcement action proportionate to any non compliance; and advise traders both verbally and in writing of legal requirements as may be appropriate (including serving Statutory notices).2. Devise, plan and manage projects and surveys to check compliance with legal requirements in a particular trade sector or product area.		

3. Investigate breaches of legislation including the taking of statements; gathering evidence and interviewing under caution persons suspected of offences in accordance with Police and Criminal Evidence Act and associated legislation and procedural requirements. In conjunction with the relevant Team Leader and Investigations and Case Manager, take appropriate enforcement action in line with Departmental policies. The investigation may include the seizing of evidence; the taking of witness statements; the submission of goods for testing; the interviewing of suspected offenders.
4. Prepare reports for prosecution in accordance with evidential requirements; make recommendations as to further action and give evidence in court as required.
5. Liaise with other enforcement agencies and exchange enforcement intelligence and attend any meeting including committee meetings of this Council as may be required.
6. Contribute in the preparation of service plans, including statutory service plans, in accordance with the Council's business planning framework including performance indicators.
7. Provide advice as the statutory consultee for Licensing applications and respond to Freedom of information requests in line with the Directorates procedures.
8. Consistently demonstrate a working knowledge of specialist Trading Standards legislation and technical developments.
9. To prepare letters, legal cases and statutory notices in accordance with legislation and with the Directorate and team's procedures.
10. Direct and give guidance when necessary to the Technical Officers in their work.
11. Investigate all complaints regarding Trading Standards matters to assess whether breaches of legislation have occurred; to advise the public on the requirements of the law and what action will be taken to initiate the appropriate action.
12. Give such advice including giving presentations, running or assisting with training courses as may be required, to promote a satisfactory and healthy environment within the borough, including education on health matters and food hygiene courses.
13. Liaise with other departments of the Council and outside bodies and attend any meeting including committee meetings of this Council as may be required.
14. Ensure that any identified personal training needs are discussed with the Service manager including being appraised in accordance with the Council's development

and appraisal scheme and to undertake a programme of continuous development.

15. Carry out such other duties appropriate to the post as may be required by the Head of Regulatory Services, including where necessary the working of unsocial hours either at the evening or weekend or Bank and other holidays.
16. To mentor and support students or newly qualified officers and other colleagues undertaking professional training.
17. To participate in and contribute to the development and implementation of initiatives and standards for the effective and efficient provision of services within the division including the Council Strategy, the Departmental Plan, Service Plans, Investors in People and ISO 9001 to achieve Best Value and the continuous improvement and effective delivery of the Service

As a Senior Trading Standards to be responsible for the above and in addition:

18. Supervise one Trading Standards practitioners providing a full range of Trading Standards services within the borough of Swindon. Supervise line reports, allocate assignments on a day-to-day basis; monthly one to ones, identify training needs and to agree and monitor Key Result Areas.
19. Assist the Team Leaders in ensuring the maintenance of discipline and absence control in the team and that correct Departmental procedures are followed.
20. Represent the authority as lead officer at Council, regional or specialist meetings
21. Take the lead on at least one specialist topic or have home authority responsibility for at least one business and provide expert advice/guidance to others.
22. To manage a range of complex work and deliver outcomes effectively with minimum supervision.
23. To supervise less experienced colleagues in preparation of legal case.
24. Assist the Head of Regulatory Services and Team Leader in monitoring budgets
25. Represent the Team Leader in their absence

Supplementary Accountabilities:

Subject to progression onto career grade

Known Future changes to the Job:

<p>Job Scope: No & type of jobs Managed: one or more</p> <p>Typical tasks supervised /allocated to others:</p> <ul style="list-style-type: none"> • Inspection visits required based on risk; new service requests from the public required to be responded; samples required to be taken; gathering of evidence; programmed project and survey work • Financial: The postholder will have discretion to make purchases of up to £50 without prior approval where the purchase is related to enforcement activities. • (S)he will also be able to suspend goods suspected of being unsafe which, if done incorrectly, may result in compensation claims against the Council. • The postholder is also required to manage petty cash during the course of a project or survey. • Maintenance of weights and measures testing equipment. 	<p>Job Scope:</p> <p>Budget: n/a</p> <p>Assets: digital camera; sampling equipment; weights and measures equipment, Surveillance equipment, Pat tester, vehicle equipment</p>
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Knowledge & Experience:

As a Trading Standards Officer

Essential

- Professional qualification – Diploma In Consumer Affairs and Trading Standards
- At least three years experience in Trading Standards work
- Good communications at all levels.
- Good personal time management and the ability to supervise technical support staff
- Ability to work in small project task teams as well as work on own.
- Ability to meet work programmes and work under pressure.
- Good relationships with colleagues, and external organizations
- Can require working outside in all weathers and environments.
- Can require working in exceptionally hot or cold internal environments including hot industrial processes and cold stores to –45 C
- Can require working in hazardous environments both internally and externally depending on activity being inspected
- The role has the potential to expose the inspector to aggressive behaviour, emotional and physical abuse including premeditated attack and harassment of both themselves and their families.
- Carrying of equipment.
- Ability to work outside of normal office hours on occasions

Desirable

- Ability to access all areas of a wide range of commercial premises including roof and basement areas with restricted head height.
- The ability to wear respiratory and other safety equipment when required.
- Ability to withstand nauseas sights and smells including investigation of fatal accidents and sight of deceased employees and members of the public

As a Senior Trading Standards Officer all of the above plus

Essential

- Minimum three years post qualification experience in enforcing trading standards legislation
- To undertake management training
- Specialist knowledge of specific trading standards law or trade sector
- Knowledge of laws of evidence, investigation and interviewing skills

Desirable

- Previous supervisory experience and an ability to motivate others.

Decision Making:

- Able to interpret and apply legislation and to give advice to local business on compliance issues.
- Able to identify instances of non-compliance and to secure evidence to support enforcement action.
- Able to decide when enforcement action is most appropriate
- Able to make decisions in the field to protect the health and safety of the residents and visitors of Swindon
- Able to make decisions on the lawfulness of goods and trading practices of national and international business based in Swindon
- Able to deal with external contractors

Contacts and Relationships:

- All Directorates
- External communication at all levels up to and including director and CEO with external businesses including national and international companies on a daily basis
- Directorate of Corporate Governance – day to day contact in terms of preparing cases for Inquiries and court, preparation of statutory notices
- Members of the Council – Formal contact through working parties and committees (every 2 months) and regular informal liaison as appropriate
- Directorate of Customer Communications – day to day contact in terms of ensuring that the media are provided with accurate information regarding

- Commercial Regulation issues.
- Other Local Authorities and Central Government Departments.
 - Members of the general public daily
 - Colleagues from external agencies – eg other health professionals, the Police, Inland Revenue, Fire Authority etc - to share intelligence on criminal activity and engage in joint initiatives.
 - Contact with National and Regional Trading Standards advisors and co-ordinators.
 - Liaison with external agencies such as the police, fire brigade, ambulance service, Health & Safety Executive, OFT & BERR.

Creativity & Innovation:

Able to understand and interpret legal requirements and then explain in layman’s terms to members of the public/businesses to ensure compliance

Job Specific Competencies:

To be competent to be a Weights and Measures Inspector under section 73 of the Weights & Measures Act 1985

All Jobs have the responsibility to comply with the Directorate Health & Safety Policy and with Swindon Borough Council’s Policy on Diversity.

Employee Signature:

Line Manager Signature:

Print Name:

Date:

Print Name:

Date: