



SWINDON
BOROUGH COUNCIL

ROLE PROFILE

Title:	Trading Standards Officer		
Career Family:		Date:	August 2025
Career Family Level:	CFL 9	Reference:	SBC_12402
Reports to (Job Title):	Team Leader Trading Standards		

Purpose:

To deliver a fair, safe and legal trading environment and a high-quality trading standards service, and to protect the safety and welfare of consumers through the enforcement of relevant legislation in all areas of the service. To provide services to ensure the accuracy of weighing and measuring equipment in use for trade and the provision of advice and education to businesses, consumers and others. To undertake inspections of certain high-risk premises and to take effective enforcement action of relevant legislation.

Accountabilities:

1. The enforcement of a fair and safe trading environment

- 1.1. In accordance with service plans, monitor and inspect all types of businesses for compliance with trading standards legislation, including sampling of products for analysis and examination and testing of goods, and follow up any breach of legislation with investigation and appropriate enforcement action up to and including report for prosecution.
- 1.2. Ensure the accuracy of weighing and measuring equipment in use for trade and the correct quantity of goods sold by the provision of metrological inspection, verification and testing services.
- 1.3. To investigate offenders and make recommendations as to the most effective course of action to be taken to ensure infringing conduct is stopped.
- 1.4. Lead a project team, in devising and delivering targeted enforcement campaigns in relation to particular areas of legislation, trading practices or sectors of trade.
- 1.5. Use statutory powers to enforce trading standards legislation, as in the suspension of unsafe goods for sale, the collection and preservation of evidence, the seizure of goods, equipment or documents, the execution of search warrants, the formal interviewing of suspected offenders under PACE rules.

- 1.6. To collate and disseminate intelligence in accordance with National Intelligence Model Principles.
- 1.7. To identify and assess serious areas of consumer fraud and report to Line Manager to assist the service in prioritising and targeting of resources where it is most needed.
- 1.8. To engage with the consultative process where a change in law/ code of practice is proposed and provide considered responses.

2. Improving Consumer and Business Education and Awareness

- 2.1. Advise businesses and consumers on relevant criminal and civil legislation in order to secure compliance and to make all parties aware of their obligations, rights and methods of redress.
- 2.2. Act as nominated officer for a number of Swindon based businesses, which operate at regional, national or international level, under the Home Authority Principle, to provide advice to ensure compliance with legislation and to co-ordinate and address issues of non-compliance referred by other local authority trading standards services or by other enforcement agencies.

3. Partnership Working

- 3.1. Work in liaison with other trading standards services and with other agencies to deliver more effective enforcement and participate in delivering joint-projects and partnership working.

4. Knowledge and Skills

- 4.1. Maintain and develop competencies by keeping up to date with new legislation and best practice, and may develop areas of specialism or of lead responsibility.
- 4.2. Progression between grades will require the achievement of a specified qualification, and other competencies, as set out in the Services competency framework.

5. General Accountabilities

- 5.1. So far as is reasonably practicable, the post holder must ensure that safe working practices are adopted by employees and in premises/work areas for which the post holder is responsible to maintain a safe working environment for employees and service users. These are defined in...
- 5.2. Work in compliance with the Codes of Conduct, Regulations and policies of the Borough Council, and ensure that all mandatory training is undertaken.
- 5.3. To model and promote good equalities practice and value diversity across the service.
- 5.4. Ensure that output and quality of work is of a high standard and complies with current legislation / standards.

Context and Dimensions:

Financial responsibilities:

This role has no direct budget accountability.

Management responsibilities:

Representing the service at regional specialist trading standards groups.

Assist with developing officers undertaking the professional qualification framework.

Values and Behaviours:

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behavior style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

PERSON SPECIFICATION

Qualifications:	E or D	S / T or I
1. Diploma in Trading Standards [DTS].		

Knowledge and Experience:		
<p>2. Knowledge and exposure to addressing needs of vulnerable consumers, including witness management and protection.</p> <p>3. Knowledge and exposure to National Intelligence Model and / or other intelligence products and systems.</p> <p>4. Experience of partnership working and liaison with other organizations.</p>		
Aptitudes, Skills and Competencies:		
<p>5. Demonstrate and uphold an excellent knowledge of criminal and consumer civil law used by Trading Standards Service and the wider consumer agenda, including policy development, the law relating to evidence, criminal law practice and court proceedings to enable the enforcement of consumer protection legislation.</p> <p>6. To manage own investigative and inspection workload into criminal offences including preparing reports, gathering evidence and recommendations for formal action, including prosecution.</p> <p>7. Excellent investigating, analytical, problem solving and decision-making skills.</p> <p>8. Able to communicate effectively both verbally and textually to establish effective working relationships with colleagues and customers on a number of levels showing appropriate levels of tact and sensitivity when required and ability to give evidence in court. Ability to converse with citizens and provide complex information in accurate spoken English, or through an interpreter.</p> <p>9. Ability to work extremely flexibly and in challenging situations to respond to urgent situations and meet service objectives.</p> <p>10. Able to prioritise, show initiative and organise own workload effectively without supervision and work to deadlines</p> <p>11. Have a working knowledge of Microsoft office applications or equivalent including the following: email (outlook or equivalent), word processing (word or equivalent), spreadsheets (excel or equivalent) using the internet (internet explorer or equivalent) Have a willingness to learn new applications and technology as appropriate.</p>		
Special Conditions of Recruitment:		

12. A willingness to undertake an approved and directed course of study towards achievement of a specified qualification, and other competencies, as set out in the Service's competency framework.		
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Version History:	Person
1. Version created on 29/08/25	B Downing