

## JOB DESCRIPTION

<b>Job Title:</b> <b>Directorate &amp; Section/Unit:</b> <b>Reporting to:</b> <b>Responsible for:</b>	Trading Standards Officer Level 1 Children, Families and Communities/Communities Senior Practitioners (Trading Standards), Trading Standards & Animal Health Manager N/A
<b>Salary Grade:</b> <b>DMA Management Level: *</b> <b>DMA Span of Control (Direct Reports): *</b>	P01 Frontline 0

### Our People Values:

To uphold and act in accordance with Worcestershire County Council's values;

- **Customer Focus** – Ensure delivery of a high quality service which meets the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

### Purpose of job:

- To carry out the enforcement of all relevant provisions of trading standards legislation.
- To undertake inspections for the purpose of ensuring compliance with the relevant legislation and to investigate complaints.
- To assist and support the team manager in implementing the service plans and ensuring the service fulfils its statutory functions and a wider public protection role.
- To provide advice and education to the public and businesses on trading standards issues.

### Main Activities & Responsibilities:

- To carry out routine/programmed inspections of business/trading premises to ensure compliance with the relevant legislation.
- To carry out sampling of food and other products and test purchasing for examination or analysis.
- To undertake formal investigations of complaints and outbreaks of animal diseases under minimal supervision, including background research, obtaining statements, gathering physical and documentary evidence and preparing prosecution reports.
- The service of statutory notices (subject to qualifications and experience) for ensuring compliance with relevant legislation.
- To take action under the Enterprise Act against rogue traders.
- In order to ensure compliance, to negotiate to a high level.
- To act as an Inspector of Weights and Measures including verifying and certifying any weighing equipment submitted for passing as fit for use for trade.

- Prepare reports for submission to Council committees and other audiences working to tight timescales and deadlines.
- To appear in Courts as may be required to give evidence.
- To study and keep apprised of the scope of work carried out by the Service and changes in trading standards legislation.
- To have attained and maintain expert knowledge in an area of trading standards work assigned to the post.
- To provide advice to the public, traders and businesses on public protection and trading standards issues.
- To provide detailed advice to and have regular liaison with larger businesses under the Home and Primary Authority principles.
- To participate in public relation exercises, displays, and exhibitions for consumers, traders and other representative groups.
- To research and draft information in the form of leaflets on new or existing regulatory legislation for use by the service, consumers, businesses and other agencies.
- To develop initiatives and policies for the development of the service and the promotion of public and consumer protection.
- To allocate work to technical support staff and monitor results.
- Attend, input and make decisions at meetings including other agencies and partners and feed back to the service.
- Provide training to colleagues, elected members, the public and business as appropriate.
- To undertake occasional programmed and other work outside of normal office hours.
- To participate in the out of hours emergency arrangements as and when required.
- To participate in activities aimed at maintaining the Service's processes and procedures that control or support work activities.

#### **Generic Accountabilities:**

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training.
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy.
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy.
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these.
- Working with some vulnerable adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.

## Decision Making

- The post holder will be expected to bring professional judgment and legal interpretation to relevant acts as they apply to the function and to take enforcement decisions without reference to senior officers. Many of the areas where enforcement decisions need to be taken are both complex and contentious. Some decisions will need to be made quickly due to the nature of the hazard identified e.g. risks to public safety, or of severe economic detriment, or the need to secure evidence of offences.
- Officers will also have to use professional judgement when dealing with the public, particularly in relation to identifying their needs. At the higher level this can involve the use of vulnerable witness interview techniques that require detailed decision making at a number of stages.
- The postholder will be expected to act and advise on a wide range of issues and topics governed only by the policies and procedures of the service.

## Communications and Contacts:

- In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.
- Internal: Elected Members, Directors, Heads of Service, Senior Managers, Management Teams, Managers & Staff across all directorates, Project Staff
- External: District & County Councils, Other Local Trading Standards Authorities, Government Agencies & Departments, Healthcare Professionals, Police, Fire, Probation Service, Suppliers, Contractors, Service providers, Statutory and Voluntary Organisations, Business organisations, service users including businesses, clients, customers, members of the public, volunteers
- Some clients will be forced to do things against their will.
- Some contacts will be with criminals involved in organised gang activities which can lead to the danger of physical violence and verbal abuse.

## Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act.

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\* WCC is aiming towards a 5 level management organisational structure with level 5 being the Chief Executive.

## PERSON SPECIFICATION

**Job Title: Trading Standards Officer**

**Directorate & Section/Unit: Children, Families & Communities/Communities**

**Salary Grade: P01**

### EXPERIENCE:

It is **essential** that the post holder has:

- Significant experience in an enforcement role within a trading standards service operating across the full range of service functions including
  - the accurate generation and dissemination of intelligence,
  - the successful investigation of complaints through to formal report stage and prosecution,
  - the undertaking of proactive activities in relation to businesses and the building of successful collaborative relationships to increase compliance and support business growth,
  - the development and maintenance of collaborative relationships with other public sector partners to deliver successful projects which benefit consumers and/ or businesses

It is **desirable** that the post holder has:

- Substantial experience of an enforcement role in trading standards
- Previous experience of project delivery involving a team of officers where there was a need for co-ordination and oversight of staff

### KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Expert knowledge of Trading Standards legislation, national/regional/local structures for delivery, good practice, protocols and current issues.
- Ability to understand and analyse complex problems and interpret and implement complex legislative provisions
- Ability to communicate to a variety of audiences including senior Managers/Directors of business of all sizes, and to negotiate to gain support on key issues
- Ability to organise oneself in the face of conflicting demands and priorities responding positively and appropriately in emergency situations
- Ability to work under severe pressure and to meet multiple deadlines and performance targets
- Highly developed oral and written skills to include report writing and presentation
- The ability to supervise staff when necessary
- Political sensitivity

It is **desirable** that the post holder has:

- Knowledge of council and other stakeholder procedures and processes

### **QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- A Level 6 qualification such as the Diploma in Trading Standards or its statutory equivalent to allow the post-holder to act as an Inspector of Weights and Measures

It is **desirable** that the post holder has:

- Evidence of continuous professional development

### **ADDITIONAL INFORMATION**

It is **essential** that the post holder is/has:

- A team player but able to work alone when required
- Commitment to working corporately with other partners and with other agencies
- Flexible approach to changing demands
- Ability to deal with situations involving conflict
- A full, valid driving licence or the ability to travel during the course of work.
- Ability to work outside normal office hours, including at short notice in event of an emergency