

JOB DESCRIPTION

<p>Job Title:</p> <p>Directorate & Section/Unit:</p> <p>Reporting to:</p> <p>Responsible for:</p>	<p>Fair Trading Officer Level 2</p> <p>People/ Public Health/ Trading Standards Principal TSO or Senior Practitioner Trading Standards</p> <p>Only staff allocated for specific pieces of work</p>
<p>Salary Grade:</p> <p>DMA Management Level: *</p> <p>DMA Span of Control (Direct Reports): *</p>	<p>Scale / Grade: Scale 6 Front line</p>

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 meet 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.

Main purpose of job:

- To identify unfair trading practices of a civil or criminal nature with a view to remedial action.
- To carry out the enforcement of all relevant provisions of trading standards legislation.
- To take action under the Enterprise Act against rogue traders.
- To provide advice and education for consumers and businesses within Worcestershire on Trading Standards legislation and related civil law.

Responsibilities, duties and tasks:

- To carry out routine inspections of trading premises and to undertake sampling, seizures, and examinations of goods and services.
- To receive complaints and investigate offences, obtain statements, and prepare prosecution reports or issue warnings for infringements.
- To provide advice to the public and businesses in Worcestershire on civil law and trading standards legislation.
- To review intelligence and develop project or similar submissions to go forward into the tasking process.
- To monitor complaints against traders, taking action under the Enterprise Act against rogue traders for persistent breaches of the law.

- To submit intelligence logs on the relevant systems.
- To provide detailed advice to and have regular liaison with larger businesses under the Home/ Primary Authority principle.
- To liaise with analysts, testing agencies, consultants and other enforcement bodies.
- To give evidence in court.
- To study and keep apprised of the scope of work carried out by the Trading Standards Services, and changes of Trading Standards legislation and allied civil law through regional Specialist Groups.
- To participate in public relation exercises, displays, and exhibitions for consumers, traders and other representative groups.
- To devise and be involved in initiatives for the development of the service in order to make it more accessible to Service users and partners.
- To provide training on new Trading Standards legislation and new areas of work, both internally and for external agencies,
- To research and draft information in the form of materials on new or existing Trading Standards legislation for use by the service, consumers, consumer groups and other agencies.
- To run and present Business Seminars advising on current and proposed legislation.
- To act as a contact for businesses and to build links and contacts to provide an efficient and effective Service.
- To train new members of the service in any relevant processes or procedures.
- To attain and maintain a sound working knowledge in an area of legislative specialism assigned to the post.
- To comply with procedures aimed at operating and maintaining service quality
- To act as a chaperone for under-age volunteers carrying out test purchasing on age restricted products from retail outlets across Worcestershire.
- To act in a professional manner exercising integrity in respect of confidential matters.

General Duties:

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 such other 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 post and/or as detailed in the Directorate's Health and Safety Policy.

To participate in the Council's emergency response arrangements as directed by the designated officer

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: Other offices of the Authority

External: General public
 Traders
 Businesses
 Other Enforcement and Advisory Agencies
 Consultants
 Legal profession

Notes:

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 Disability Discrimination Act.

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 Equal Opportunities Policy.

SPECIAL NOTE:

i. Progression Criteria

Recruitment at or progression to higher scales for these post holders will be at management discretion, subject to vacancy, the need for work to be performed at the higher level, full conformity with the qualifications and competencies described on the Job Description and Person Specification and, for progression, performance judged to be appropriate to the grade. Progression will not be made simply as a result of gaining the required qualifications, skills and experience alone.

The relevance of particular qualifications, experience and performance will normally be established during recruitment or as a part of the Staff Review process, as appropriate.

ii. Experience requirement for progression:

Progression to Senior Fair Trading Officer will only be possible if the officer has substantial experience as a Fair Trading Officer at Level 2 and Level 1 combined.

**Prepared by: Simon Wilkes/Chris Phillips
21/1/2008**

Date:

**Amended by: Simon Wilkes
23/7/2020**

Date:

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

PERSON SPECIFICATION

Post Title: Fair Trading Officer 2

Directorate/Division: People/ Public Health/ Trading Standards

Scale / Grade: Scale 6

QUALIFICATIONS/TRAINING:

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

- A good basic education with 5 GCSEs at Grades A-C including English and Mathematics or equivalent NVQ2 level qualifications
- Diploma in Consumer Affairs (full qualification, with 3 papers,) OR Foundation Certificate in Consumer Affairs and Trading Standards with Food module or Fair Trading Module, OR Law degree and considerable experience in a Trading Standards advice or enforcement service, or demonstrable equivalent competence.

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

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EXPERIENCE/KNOWLEDGE:

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

- Considerable experience in a similar role with a Trading Standards Service
- Demonstrable experience of civil or criminal legal proceedings and the relevant evidential processes.

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

- None

SKILLS AND ABILITIES:

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

- The ability to communicate effectively on the telephone, in person and in writing.
- The ability to deal courteously and efficiently with clients at all times, including under difficult circumstances.
- The ability to prepare grammatically accurate reports.
- The ability to conduct fact-finding interviews with members of the public.
- The ability to accurately record details of work, including complaints.
- The ability to communicate the work of the Service to groups of people.
- The ability to deal with people, both in an advisory and regulatory capacity.
- The ability to plan and prioritise own workload and work.
- The ability to be able to work as part of a team.
- The ability to communicate effectively on relevant points of Law,
- The ability to lead and report on special projects appropriate to the post
- The ability to achieve results by negotiation, facilitation and education.

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

- The ability to assist with the training of new members of staff.
- The ability to supervise and delegate when necessary.

ADDITIONAL FACTORS:

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

- A full, valid driving license and preferably access to a vehicle (due to the nature of the work)
- A willingness to work outside 'office' hours, as reasonably required.
- An understanding of the need for confidentiality when dealing with enforcement issues

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

- A reliable temperament
- The ability to maintaining good humour under pressure and to contribute to team spirit

Prepared by: Simon Wilkes/ Chris Phillips

Date: 1/12/08

Amended by: Simon Wilkes

Date: 23/7/2020