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**JOB DESCRIPTION**

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| **Job Title:****Directorate & Section/Unit:****Reporting to:****Responsible for:**  | Principal Trading Standards Officer (Commercial Practices)People/ Public Health/ Trading StandardsWRS CEH & Trading Standards ManagerTrading Standards Officers, Technical Officers, Intelligence Officer |
| **Salary Grade:** **DMA Management Level: \*****DMA Span of Control (Direct Reports): \*** | P03 TBC16.6FTE currently proposed |

**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.

**Purpose of job:**

* To co-ordinate, supervise, monitor and manage the operational work and performance of a team of professional officers
* To assist and support the Team Manager in developing and implementing the service plans and ensuring the service fulfils its statutory functions and a wider public protection role.
* To provide specialised technical advice on specific areas of work.
* To oversee the enforcement of relevant provisions of trading standards and animal health legislation within their allocated area and on occasion undertake enforcement work themselves.
* To engage with partners to support the delivery of work for the service and to organise multi-agency activities where the service may be one of the lead agencies

**Main Activities & Responsibilities:**

* To manage a team of professional officers to ensure completion of work programmes with a customer focused approach.
* To act as overall lead officer in the areas of technical specialism that fall to the post with support from the more experienced officers in the team.
* To analyse complex reports including complex statistical information and advise the service on any required outcomes
* To attend meetings with partner agencies representing the interests of the service and work with relevant partners to achieve joint goals and cost effective resolution of problems.
* To scrutinize investigation reports and make formal recommendations to the Team Manager for the instigation of legal proceedings in accordance with agreed protocols.
* To assist in the development of service plans and their execution.
* To prepare and agree specialist work projects assigned to the team involving the participation of other agencies where necessary.
* To report on team performance relating to programmed and assigned work at management meetings on a periodic basis.
* To deputise for Team Manager in their absence as and when necessary.
* To promote an intelligence-led approach relating to work allocation and deployment of resources.
* To study and keep appraised of the scope of work carried out by the service and the changes in trading standards and animal health legislation.
* To attain and maintain a sound working knowledge in areas of trading standards and animal health work assigned to the post.
* To formulate initiatives and support the Team Manager with policy development for the Service.
* To promote relevant aspects of the service.
* Prepare reports for submission to council committees and other audiences working to tight timescales and deadlines, to attend and present reports at such meetings as required.

On occasion, if required to:

* To undertake routine/programmed inspections of business/trading premises to ensure compliance with the relevant legislation to include all professional areas.
* To undertake sampling programmes, for interpretation, examination and analysis.
* The investigation of complaints and animal disease outbreaks with the completion of all necessary reports.
* To prepare and take evidence for legal proceedings and make such appearances in Court as may be required
* The service of statutory notices (subject to qualifications and experience) for ensuring compliance with relevant legislation
* To take action under the Enterprise Act where necessary.
* To act as an inspector of weights and measures (subject to qualification) including verifying and certifying any weighing equipment submitted for passing as fit for use for trade.
* To provide advice to the public, trade and businesses on relevant regulatory issues.
* Provide training to colleagues, elected members, the public and business as appropriate
* To undertake occasional programmed work and other work outside of normal office hours.
* To participate in the out-of-hours emergency arrangements as and when required.

**Generic Accountabilities:**

1. 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.
2. 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 is managing enforcement functions which will require either difficult decision making by the officer or supporting officers to come to their own difficult decisions. The sources of some of these are outlined below. This will be on top of the normal daily decision making of a first line supervisor around managing workloads, 1-2-1 discussions leading to case and other decisions on action, agreeing leave or otherwise, dealing with day to day performance and sickness issues and progressing these via the council’s policies with the support of the Team Manager
* 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. This can involve the use of vulnerable witness interview techniques that require detailed decision making at a number of stages.
* The post holder 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: Officers from WRS, District & other County Council Officers, 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
* It is in the nature of enforcement work that 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.

Author: Simon Wilkes Date: 16th June 2020

Updated: Date

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

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**PERSON SPECIFICATION**

**Job Title: Senior Practitioner Trading Standards (Commercial Practices and Product Safety)**

**Directorate & Section/Unit: People/ Public Health/ Trading Standards**

**Salary Grade: P03**

**EXPERIENCE:**

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

* Substantial 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 creation of intelligence-based project proposals that have been approved through tasking and led to successful outcomes,
* the successful investigation of complaints through to formal report stage and prosecution including larger scale cases involving serious crime such as Fraud or Trade Marks Act offending,
* 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
* Experience in undertaking complex investigations.
* Substantial 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:

* In-depth, expert knowledge of Trading Standards legislation, national/regional/local structures for delivery, good practice, protocols and current issues
* Advanced expert level knowledge in at least two areas of Trading Standards responsibility (i.e. Weights and Measures, Food Standards, Agricultural Standards, Product Safety, Fair Trading, Animal Health,) such that they can act as the organisation’s lead officer in this area, providing advice and support to colleagues when necessary, developing and supporting the implementation of processes and procedures required for this area of responsibility, offering insight to management on the impacts on policy of legislative change and representing the authority in relevant regional or national forums
* Detailed working knowledge and understanding of enforcement practices and processes
* A good understanding of the legal controls around investigative processes and case preparation
* 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
* The ability to manage/ supervise staff and to prioritise the work of the team to meet overall service requirements, demonstrating leadership, supervising and delegating where necessary,
* Highly developed oral and written communication skills to include report writing and presentation to audiences up to Chief Executive level
* The ability to mentor and develop staff when necessary
* Political sensitivity
* 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
* Substantial evidence of continuous professional development in at least two areas of Trading Standards responsibility, ideally Fair Trading and Product Safety but as alternatives, Weights and Measures, Food Standards, Agricultural Standards or Animal Health)
* Evidence of continuous professional development in the other main areas of Trading Standards responsibility

**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
* A willingness to accept and the ability to manage change.
* Ability to deal with situations involving conflict
* An understanding of the need for confidentiality when dealing with enforcement issues
* 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

Author: Simon Wilkes Date: 16th June 2020

Updated: Date: