

JOB DESCRIPTION

Job Title: Apprentice/ Trainee Trading Standards Officer Level 1
Directorate & Section/Unit: CEU/ Public Health/ Trading Standards
Reporting to: Principal TSO or Senior Practitioner Trading Standards
Responsible for: N/A
Salary Grade: Scale 5
DMA Management Level: Frontline
DMA Span of Control (Direct Reports): N/A

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 undertake or continue training to obtain the qualifications necessary to practice as a Trading Standards Officer, including elements necessary to become an Inspector of Weights and Measures
- 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, Farmers and Traders, Businesses, enforcement colleagues from district councils, Other Enforcement and Advisory Agencies, Consultants, Legal profession, service users including clients, customers, members of the public, volunteers

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 Level 2, or progression to Level 2 from Level 1 will be at management discretion and require conformity with the qualifications and competencies described in the Level 2 Job Description and Person Specification and, for officers seeking progression from Level 1, performance judged to be appropriate to the higher grade.

ii. Experience requirement for progression

The relevance of qualifications, experience and past performance will normally be established during recruitment or as a part of the Staff Review process, as appropriate. Where a potential recruit can demonstrate the skills, abilities, and experience to operate at Level 2 from the beginning of the training period, consideration can be given by recruiting managers of this option. However, beyond progress along the spinal points in the pay-band, no further progression will be possible until completion of the Level 6 Apprenticeship qualification.

iii. Post Apprenticeship and Pre-CTSI examination

Officers completing the Level 6 Apprenticeship will still need to undertake some professional examinations before they can be appointed formally as a Trading Standards Officer. Assuming there is an established Trading Standards Officer post available, they will be appointed into this but in the role of Senior Fair Trading Officer until such time as they achieve final qualified status.

Prepared by: Simon Wilkes

Date: 01/05/2024

Grading Confirmation date : 26/11/2024

Minor Updates: 25/11/2024

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

PERSON SPECIFICATION

Post Title: Apprentice Trading Standards Officer Level 1

Directorate/Division: People/ Public Health/ Trading Standards

Scale / Grade: Scale 5

EXPERIENCE:

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

- Demonstrable experience of operating in a role that involves regular contact and communication with the public,

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

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

KNOWLEDGE, SKILLS AND ABILITIES:

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

- The ability to have 2-way communication effectively on the telephone, in person and in writing,
- The ability to always deal courteously and efficiently with clients, including under difficult circumstances.
- The ability to be able to deal with people in a range of situations and relationships, achieving results by negotiation, facilitation, and education.
- Good organisational skills with a methodical and practical approach to planning work.
- The ability to plan and prioritise own workload and work.
- 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 be able to work as part of a team.
- To have basic levels of IT literacy including a working knowledge of Microsoft Office suite.

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.

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 sufficient to meet the academic entry requirements for the level 6 Trading Standards apprenticeship.

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

- An older qualification in Trading Standards that means they are already competent to undertake relevant enforcement work e.g., Diploma in Consumer Affairs, Foundation Certificate in Consumer Affairs and Trading Standards with Food module or Fair Trading Module, relevant Competency Certificate from CTSI

OR

- other relevant qualifications and considerable experience in a Trading Standards or law enforcement service, or demonstrable equivalent competence.

ADDITIONAL FACTORS:

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

- Enthusiastic, self-motivated, flexible, adaptable, and willing to meet or exceed performance targets,
- 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
- The ability to undertake work in a range of settings, both indoors and outdoors, in environments that may be difficult and in adverse weather conditions.

Prepared by: Simon Wilkes

Date: 25/11/2024