

## Role profile

<b>Job Title:</b>	Trading Standards Officer	<b>Grade:</b>	10 - 12
<b>Department:</b>	Environmental Health & Trading Standards	<b>Post no.:</b>	
<b>Directorate:</b>	Housing and Environment	<b>Location:</b>	Perceval House

<b>Role reports to:</b>	Trading Standards Team Leader
<b>Direct reports:</b>	None
<b>Indirect reports:</b>	Apprentices and trainees

## Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

### Purpose of role

- Carry out the Council's statutory and non-statutory functions under the relevant legislation as well as applicable corporate strategies and policies with regards to Trading Standards enforcement.
- Assist commercial enterprises to achieve full legal compliance through advice, expert interpretation and where necessary reactive professional support and enforcement.
- Investigate and take the necessary enforcement actions with regards to consumer and business complaints alleging anticompetitive, criminal and rogue trader activities.
- Deliver proactive initiatives and where necessary taking the appropriate and proportionate enforcement actions in accordance with National and Council policies and legislative provisions to safeguard children, consumers and businesses against unsafe products as well as fraudulent, unfair and undesirable trading practices.
- Liaise and collaborate with relevant external agencies to identify and deploy enforcement strategies to tackle commercial activities which threaten the wellbeing of the local and national economies.

## **Key Accountabilities**

### **Grade 10**

1. To assist team members with the performance of their Trading Standards duties.
2. Develop a comprehensive understanding and working knowledge of the technical and legal aspects of Trading Standards.
3. Respond to service requests and give accurate advice to members of the public, residents, businesses, consumers and organisations regarding Trading Standards matters.
4. Undertake inspections and interventions to meet individual and team inspection targets.
5. Maintain accurate records of inspections, investigations, enforcement actions, and other relevant activities using contemporaneous notes and the Councils database.
6. Where appropriate, with support prepare case file reports for prosecution and act as a witness in Criminal Courts or Tribunals
7. Always act in accordance with the Council and Team procedures and with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else.
8. Support the Team Leader and other officers as directed or required and where relevant key internal and external partners/agencies.
9. Ensure that every aspect of personal conduct and service delivery is in accordance with as well as in the spirit of legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's Equality & Diversity and Dignity at Work policies, Customer Care Standards etc.

### **Grade 11 – in Addition to Grade 10**

10. Maintain professional and expert knowledge and keep up to date with relevant legislation, codes of practice and technical requirements relevant to the post.
11. With minimum supervision, prioritise and self-manage workload and act as a fully authorised officer within the team, using your substantial experience in assessing and taking action in regard to Trading Standards interventions and investigations.
12. With minimum supervision, prepare case files for prosecutions and initiate and carry out enforcement and legal processes associated with the service of enforcement notices.

13. Lead on the planning and delivery of innovative national or local projects as required by service plans and contribute to the team's work planning process, ensuring that resources are effectively deployed.
14. Provide guidance to less experienced team members and deliver on the job training via shadowing and other coaching methods and quality check less experienced officers work and outputs.
15. Represent Trading Standards on internal and external working groups as required.

### **Grade 12 – in Addition to Grade 11**

16. Conduct, or where appropriate supervise, the more complex inspections, complaints, enquiries and investigations.
17. Support, motivate and mentor junior officers of the service and where necessary supervise such officers to enable them to effectively carry out their duties.
18. Maintain a good knowledge of investigatory techniques and awareness of legal process requirements.
19. Deputise for the Trading Standards Team Leader where appropriate.

### **Key performance indicators**

- Punctual and comprehensive response to, and resolution, of service requests
- Inspection and assessment of areas, premises and properties to identify hazards, defects and non-compliance
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

### **Key relationships (internal and external)**

- Other Council Staff
- Ealing residents, consumers and businesses
- External organisations e.g. Police (including cadets) · HMRC · Chartered Institute of Environmental Health · Department of Work and Pensions · Department for Business, Energy and Industrial Strategy · Members of Parliament · EU Market surveillance authorities · London Fire Brigade · Safety at Ports Teams · Court Officials · Members of the public · Community Groups

and the voluntary sector · Food Standards Agency · Health & Safety Executive · Business Improvement Districts, and other professional bodies

- Central Government Departments, London Mayors Office, and other local authorities.

### **External Consultants and Technical Advisors.**

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Responsible for evidence handling (including in criminal and evidential contexts) which may include high value items such as high street value counterfeit or illicit products and cash.
- Ensure the legal work meets appropriate standards. Act as an Authorised Officer of the Council under Trading Standards legislation.

## **Person specification**

**Candidates please address the criteria marked with (\*\*) only in your application**

### **Essential knowledge, skills, and abilities**

#### **Grade 10:**

1. Experience in managing and prioritising own workloads and meeting performance targets with minimal supervision.
2. \*\*Ability to record accurate contemporaneous notes to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
3. Ability to appropriately work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures, and environments; including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened sometimes outside of core hours including early morning, late evenings and weekends.
4. \*\*Ability to work in partnership with stakeholders to achieve shared outcomes.
5. The ability to undertake work programmes, meet targets and manage casework.
6. Ability to prepare letters, reports and service-related legal documents.
7. To have acquired basic IT skills and some experience of different software packages.

8. **\*\***Good communication skills both written and verbal with the ability to demonstrate good presentational and interpersonal skills including customer relations and mediation.
9. Ability to work flexibly. The post holder may be required to work outside normal working hours, including late nights and early mornings at short notice in exceptional circumstances (such as emergency housing or environmental issues).
10. To carry out independent research and to keep up to date of any changes to relevant legislation and best practice.

#### **Grade 11 – In Addition to Grade 10:**

11. **\*\***Ability to assess complex data and information, understand its meaning and explain it to others.
12. **\*\***Proficient in managing and prioritising own workloads and meeting performance targets with minimal supervision
13. **\*\***Experienced in exercising warranted powers and deal with non-compliance through means of enforcement actions and where appropriate, with support prepare case files for prosecutions and act as a witness in Criminal Courts / Tribunals.
14. **\*\***Ability to manage projects, develop and deliver work programmes and produce policies
15. **\*\***Practical and theoretical knowledge and skills sufficient to effectively carry out the duties of a Trading Standards Officer.
16. **\*\***Ability to interpret law, maintain professional and expert knowledge and keep up to date with relevant legislation, codes of practice and technical requirements.
17. **\*\***Ability to prepare reports for consideration for prosecution and other disposals for offending.
18. Ability to work under pressure, with minimum supervision.
19. **\*\***Ability to carry own independent research in order to investigate complex Trading Standards matters.

#### **Grade 12 – In Addition to Grade 11**

20. Substantial Trading Standards experience across a number of functions and demonstrable ability to manage complex investigations.
21. Act as lead officer for the department for a subject area / matter.

22. Knowledge expertise and a proven track record of delivering and development of innovative approaches to ensure high quality outcomes for stakeholders, whilst enabling service improvement and new ways of working.
23. Possess or be working towards a management qualification or experience.

### **Essential qualification(s) and experience**

#### **Grade 10:**

1. Minimum: 5 GCSE “O” level qualifications (to include Maths and English) or equivalent qualifications and: 2 “A” level qualifications (at least one of which to be science based) or equivalent qualifications and experience.
2. Working towards achieving the Trading Standards Practitioner Certificate (TSPC).
3. Experience in managing own workloads and meeting performance targets.
4. Evidence of high-performance service delivery and customer care.

#### **Grade 11 – In Addition to Grade 10:**

5. **\*\*** Possess the Trading Standards Practitioner Certificate (TSPC), or equivalent precursor or fully equivalent qualification or substantial previous practical experience of enforcement including investigation and advice.
6. Demonstrable experience in exercising warranted powers and dealing with non-compliance through means of enforcement actions and where appropriate, prepare case files for prosecutions, and act as a witness in Criminal Courts / Tribunals.
7. Practical experience of enforcement, court proceedings and prosecutions.
8. Maintenance and proof of professional requirements regarding Continuous Professional Development (CPD).

#### **Grade 12 – In Addition to Grade 11**

9. Trading Standards Practitioner Diploma or Advanced Practitioner (TSPD or TSAP), Diploma in Trading Standards (DTS), Diploma in Consumer Affairs and Trading Standards (DCATS), (or equivalent precursor).
10. Substantial demonstrable experience of leading large complex criminal investigations.
11. Management qualification or demonstrable experience.



## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they'll do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>