

MEDWAY COUNCIL - JOB PROFILE

DESIGNATION	Senior Trading Standards Officer
DIRECTORATE	Regeneration, Culture & Environment
DEPARTMENT	Trading Standards
RESPONSIBLE TO	Trading Standards Manager
GRADE	Range 6

1. MAIN PURPOSE OF JOB

To enforce Trading Standards legislation to provide a fair and safe trading environment to protect consumers and allow businesses to compete on equal terms.

The post holder will be expected to act as a lead in a strategic area(s) of Trading Standards work and to provide advice to the wider enforcement team. This will involve representation of the authority at regional liaison and other groups, as necessary.

Provide enforcement, education and promotion of standards, seeking compliance with legal requirements and the attainment of best practice.

Support the strategic delivery of the team's work, including developing and assisting other officers across Regulatory Services, including the preparation of reports and briefing notes.

Produce prosecution files for offences and give evidence in court, when requested.

2. PERSON SPECIFICATION

Qualifications

Essential

Diploma in Trading Standards (DTS) or Diploma in Consumer Affairs or Trading Standards or equivalent.

Post qualification Diploma, Advanced TS Diploma or Possession of an advanced professional certificate of competency e.g. APEA or Animal Health

Experience

Essential

Five years recent employment in a Trading Standards enforcement role and three years post qualification experience, including inspections and investigations.

Ability to demonstrate the advanced theoretical, practical and procedural knowledge across a specialist area or an equivalent level of organisational, procedural and policy knowledge.

Recent and relevant experience of investigation-based work including writing of clear and concise reports relating to the conduct and content of investigations.

Excellent working knowledge of the legislation, statutory guidance, circulars and technical literature relevant to the services provided by the service.

Experience of carrying out surveillance both using a vehicle and on foot.

Experience of preparing case papers for submission to the courts for prosecutions / sanctions

Experience of using computer equipment for the maintenance of investigation case records.

Experience working on their own initiative and as part of a team

Demonstrable ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions.

Good ability to use IT systems i.e. Microsoft Outlook, Word & Excel to record all aspects of an investigation, from the referral stages through to the preparation of case papers for prosecution.

Political awareness and sensitivity

Extensive experience in undertaking Interviews under caution – both recorded and by way of contemporaneous notes.

Experience in attending courts and giving evidence

Previous experience of working for a local government environment in a small team.

Experience of liaison with external agencies to facilitate joint working

Experience of delivering training to other officers

Knowledge and experience of using ICT to gather background information on any aspects of an investigation.

Skills

Essential

Excellent working knowledge of the legislation, statutory guidance, circulars and technical literature relevant to the services provided by the department/service.

Political awareness and sensitivity,

Good knowledge and use of information technology.

Full driving licence.

Desirable

Experience of personnel and financial management including budget management and the use of information technology in this context.

Demonstrable ability to use analytical skills to interpret complex information and situations. Develops solutions or plans which take several months up to a year to formulate. Undertakes work that requires a range of imaginative solutions and responses and involves application of fresh and innovative thinking.

Demonstrable developed communication skills with the ability to present complex and/or sensitive information in an understandable way, using a variety of methods across a range of audiences.

Demonstrable ability to work within recognised procedures and respond independently to problems where there are no recognised procedures and decisions have to be made without access to a manager.

Demonstrates the ability to either: (i) deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or (ii) the equivalent of periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation, or (iii) all or most of the working day spent on being alert to risks or checking of documents or equivalent.

Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day.

Demonstrable ability to have a high direct impact on the well-being of individuals or groups of people through either: (i) Undertaking an assessment of needs and implementation of appropriate programmes of care or welfare for those who are reliant on the jobholder, or

(ii) the requirement to enforcing regulations which have a high direct impact on the health, safety and well-being of people, or (iii) adaptations of internal policies and procedures to meet demands on a service or department or (iv) having a shared responsibility for the development of policy or procedure which will have a significant impact on the operation of the service or department.

Demonstrable ability to either: (i) undertake direct responsibility for the development of productive teams covering more than one area of activity, or in more than one workplace, setting clear objectives, directing and co-ordinating, and the training and development of staff; and/or (ii) interpret, provide advice and guidance on the operation and implementation of external regulations in relation to human resources including the adaptation of internal policies and procedures to meet the demands placed on a service or department; and/or (ii) have a shared responsibility for the development of policies and procedures in relation to human resources which will have a significant impact on the operation of the organisation.

Demonstrable ability to take on considerable direct responsibility for financial resources where the work involves either: (i) accounting for large sums of money (i.e. £50,000 - £100,000 each) in the form of cash, cheques, direct debits or equivalent where care and accuracy are important, or (ii) under supervision of

the service manager, be accountable for considerable expenditures (ie £10,000 - £50,000 each) from an agreed budget or equivalent income. This may include setting and monitoring of budgets and ensuring effective spend of budgeted sums; or (iii) providing advice and guidance on the operation of established internal policies and procedures in relation to finance. This may involve interpretation of policies and procedures to meet specific circumstances or problems.

Desirable

An enhanced level of knowledge of the Police and Criminal Evidence Act

A working knowledge of relevant Acts and Legislation in relation to Environmental Enforcement.

Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day.

Demonstrable ability to either:

- (i) Undertakes some tasks or duties which are to the direct benefit of individuals or groups of people by impacting directly on their health and safety or well-being and/or
- (ii) Provides general advice and guidance on internal procedures in relation to the well-being of people.

Demonstrable ability to either:

- (i) undertake direct responsibility for the line management of others, with the ability to provide direction, empower people to achieve objectives and take responsibility for team members' actions and errors, and/or
- (ii) provide advice and guidance on the operation of established internal procedures in relation to human resources, this may include interpretation of policies and procedures to meet specific circumstances or problems.

3. ORGANISATION

(i) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED

The post holder will report to the Trading Standards Manager.

(ii) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS

Contact with colleagues, members of the public and statutory organisations

(iii) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES

They will potentially be line manager for TSOs and subordinate staff which consists of three TSOs, contract staff and two advice officers.

4. PHYSICAL DEMANDS

Undertakes either:

- (i) some ongoing physical effort (e.g. regular sitting in a constrained position or standing, or walking at a normal pace, for long periods), or
- (ii) normally limited physical effort but does have periodic needs for considerable physical effort (e.g. lifting, carrying, pushing or pulling items of light to moderate weight, rubbing or scrubbing, or working in an awkward position).

5. EMOTIONAL DEMANDS

Undertakes work which has from time-to-time contact with, or work for, other people (other than immediate work colleagues) which, through their personal circumstances or behaviour place emotional demands on the jobholder. (Personal behaviour at this level may include a person who is upset because of their personal circumstances or unwell).

6. RESPONSIBILITY FOR FINANCIAL RESOURCES

The Senior role will have responsibility for the authority's sampling and projects budgets up to £25K and is planned to deputise undertaking the formal budget monitoring.

7. RESPONSIBILITY FOR PHYSICAL RESOURCES

Takes high direct responsibility for any of the following:

- (i) the adaptation, development or design of significant information systems.
- (ii) the adaptation, development or design of a wide range of equipment, land, buildings, other construction works or equivalent.
- (i) security of a range of high value physical resources.
- (ii) ordering of a wide range of equipment and supplies.
- (iii) making a significant contribution to the adaptation, design or development of either large-scale information systems for use by others, or of a range of equipment, land, buildings, other construction works or equivalent.
- (iv) providing interpretation, advice and guidance on the operation and implementation of external regulations and statutory requirements in relation to physical resources. This may require adaptation of internal policies and procedures.
- (v) a shared responsibility for the development of policies and procedures in relations to physical resources which will have a significant impact on the

operation of that service or department.

7. WORKING CONDITIONS

Deals with some exposure to disagreeable, unpleasant or hazardous environmental working conditions such as working outside in all weathers or people related behaviour such as verbal abuse.