

## MEDWAY COUNCIL - JOB PROFILE

**DESIGNATION** Trading Standards Officer (Level 2)  
**DEPARTMENT** RCET, Frontline Services, regulatory services  
**RESPONSIBLE TO** Trading Standards Team Leader  
**RANGE** 5

1	MAIN PURPOSE OF JOB
	<p>To enforce Trading Standards legislation to provide a fair and safe trading environment to protect consumers and allow businesses to compete on equal terms.</p> <p>The post holder will be expected to act as a lead in a discrete area 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.</p> <p>Provide enforcement, education and promotion of standards, seeking compliance with legal requirements and the attainment of best practice.</p> <p>Support the delivery of the team's work, including assisting other officers across Commercial Services, including the preparation of reports and briefing notes.</p> <p>Produce prosecution files for offences and give evidence in court, when requested.</p>

2	PERSON SPECIFICATION
	<p data-bbox="315 268 584 300">QUALIFICATIONS</p> <p data-bbox="315 344 450 376">Essential</p> <p data-bbox="315 421 2018 491">Diploma in Trading Standards (DTS) or Diploma in Consumer Affairs (DCA) or Diploma in Consumer Affairs and Trading Standards (DCATS) with 40 points or similar level comprehensive qualification.</p> <p data-bbox="315 526 528 558">EXPERIENCE</p> <p data-bbox="315 603 450 635">Essential</p> <p data-bbox="315 679 1973 750">Five years recent employment in a Trading Standards enforcement role and three years post qualification experience, including inspections and investigations.</p> <p data-bbox="315 785 1928 855">Ability to demonstrate the advanced theoretical, practical and procedural knowledge across a specialist area or an equivalent level of organisational, procedural and policy knowledge.</p> <p data-bbox="315 932 427 963">SKILLS</p> <p data-bbox="315 1018 450 1050"><i>Essential</i></p> <p data-bbox="315 1114 1144 1197">Competent ability to use IT systems i.e. Microsoft Outlook, Word &amp; Excel in a working environment.</p> <p data-bbox="315 1248 1704 1279">Full driving licence (valid for driving within the UK) and access to own transport for work purposes.</p>

*Desirable*

Demonstrable ability to analyse and interpret varied and complex information or situations, develops solutions and/or strategies that take more than a year to formulate.

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 progress a series of activities within recognised guidelines making frequent decisions without ready access to more senior officers except for advice on policy or resource issues.

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 high direct impact on the well-being of individuals or groups of people through either:

- (i) an assessment of needs and implementation of appropriate programmes of care or welfare for those who are reliant on the jobholder or
- (ii) enforcing regulations which have a high direct impact on the health, safety and well-being of people, or
- (iii) by providing advice and guidance on established internal procedures and may involve some interpretation of policy and procedures to meet specific circumstances or problems relating 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.

Demonstrable ability to either:

- (i) handle cash, process cheques, invoices or the equivalent or considerable sums of money (i.e. £251 -£1,000 per day) where care and accuracy are important, or
- (ii) under supervision of the service manager, be accountable for small expenditures (up to £10,000

	<p>each) from an agreed budget or income, or</p> <p>(iii) provide general information, advice and guidance on established internal procedures in relation to finance.</p>
<b>3.</b>	<b>ORGANISATION</b>
	The post holder will report to the Trading Standards Team Leader.
<b>4</b>	<b>PHYSICAL DEMANDS</b>
	<p>Undertakes either:</p> <p>(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).</p>
<b>5</b>	<b>EMOTIONAL DEMANDS</b>
	<p>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)</p>
<b>6</b>	<b>RESPONSIBILITY FOR PHYSICAL RESOURCES</b>
	<p>Takes direct responsibility for any of the following or equivalent:</p> <p>(i) the handling and processing of manual or computerised information where care, accuracy, confidentiality and security are important.</p>

	<p>(ii) expensive equipment e.g. a car or minibus.</p> <p>(iii) cleaning of buildings, external locations or equivalent.</p> <p>(iv) part-responsibility for security of buildings, external locations or equivalent.</p> <p>(v) day-to-day maintenance of equipment or premises.</p> <p>(vi) the personal possessions of others.</p> <p>(vii) ordering, or stock control of a limited range of supplies.</p> <p>(viii) provides general information, advice and guidance on established internal procedures in relation to any form of physical resource.</p>
7	<b>WORKING CONDITIONS</b>
	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.