

Job Title: Trading Standards Technical and Business Manager

Grade: 12

Our Vision

We have a clear vision for Staffordshire - an innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy

Our Outcomes

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

1. Ambitious – We are ambitious for our communities and citizens
2. Courageous – We recognise our challenges and are prepared to make courageous decisions
3. Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

About the Service

Insight has evidenced that Staffordshire is a great place to live. Most families are happy, safe and have loving homes, however there are some families who face challenges that mean that they cannot thrive in the way that they want to. We are committed to developing a system and a way of working that will enable Staffordshire's children to thrive within their own families and communities by addressing the root causes of difficulties for the whole family at the earliest point.

The **Trading Standards** service has responsibility for the enforcement of regulation across a wide variety of areas and almost three hundred pieces of legislation. The service aims to support businesses to grow by ensuring a sustainable trading environment through the provision of compliance advice whilst taking enforcement actions against doorstep criminals to keep people safe and protect vulnerable communities in Staffordshire from harm and / or financial loss.

The **Safety of Sports Grounds** team carry out inspections and provide support and guidance to the management of sporting venues in Staffordshire to ensure the safety of spectators and fulfill the County Council's statutory responsibilities for designated stands and designated grounds.

The **Coroner's Service** is a joint service with Stoke on Trent City Council who are the designated Lead authority. There is a local Coronial presence, and the team are actively involved to ensure that the service provides a local high quality empathetic offer to the families of the bereaved whilst ensuring that the budget and resources are managed to provide value for money.

Our Priorities:

Trading Standards

- **Prevention** – working with partners to reduce offending.
- **Supporting the local economy** – enabling businesses to be compliant
- **Safeguarding** - our most vulnerable residents
- **Enforcement** – taking proportionate action against offenders.

Safety of Sports Grounds

- We will ensure sports stadia are managed, operated and maintained safely and fulfil the County Council’s statutory functions.

Coroners Service

- We will ensure that the service provides a local high quality empathetic offer to the families of the bereaved whilst ensuring that the budget and resources are managed to provide value for money.

Reporting Relationships

Responsible to: Trading Standards Operations Manager (Trading Standards)

Head of Regulatory Services and Community Safety
(Coroners and Safety of Sports Grounds)

Responsible for: Trading Standards Intelligence Officer, Trading Standards Support Officers, liaison with Joint Coroner’s Service Manager

Key Accountabilities:

1. To line manage the intelligence function and to oversee production of tactical and strategic assessments to inform planning and to provide line management for the Trading Standards Support staff to ensure to deliver co-ordinated, consistent and integrated support across all operational teams.
2. To provide liaison for the Joint Coroners Service to ensure that the HM Senior Coroner has the required resources and facilities for smooth day-to-day operations.
3. To ensure that a consistent approach to intelligence capture and usage is used by the whole Trading Standards team.
4. To lead and direct on the implementation of public safety legislation relating to sports grounds. To issue and enforce safety certificates in respect of designated sports grounds and to work with partners to ensure legal compliance of sporting venues with current public safety certificates. Delivery of the activity will be via a member of the Trading Standards Team.

5. To prepare, maintain and periodically, with partner agencies, test emergency plans for responding to civil disaster, including outbreaks of animal disease including rabies, avian influenza and foot and mouth disease, etc. To support the County Commissioner Regulatory Services in civil contingencies planning for public health related and other major incidents and to ensure all such plans are fully harmonised with national civil contingency plans.
6. To lead on Regional Intelligence for the team, working with CEnTSA and other partners on behalf of the team and to provide appropriate intelligence to support a single tasking process for the department working on its highest priorities and enabling intelligence-led decision-making.
7. To support the Head of Regulatory Services and Community Safety, and Trading Standards Operations Manager by providing an effective input into county and regional strategic and tactical planning and to ensure that the Trading Standards annual service plans are aligned to corporate priorities and based on intelligence.
8. To provide guidance and technical support to Trading Standards Team Leaders as required and to undertake the role of Case Manager under the Criminal Justice Act 2003 when required.
9. To co-ordinate activity across trading standards teams for a range of areas including QA, Property, IT, Legal, Income generation on behalf of the department to ensure consistency of approach and compliance.
10. To undertake any other duties required by Management which are commensurate with the grading of the post.

Other Information

This post is designated as a casual car user.

The post holder will need to meet the travel requirements of the role.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.




Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

Person Specification

A = Assessed at Application
I = Assessed at Interview
T = Assessed through Test

Minimum Criteria for Disability Confident Scheme*	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> • Diploma in Trading Standards or equivalent qualification. • Management qualification equivalent to NVQ level 4. • Full current driving license (special arrangements will be considered in line with the Equality Act 2010). 	A/I A/I C
	Knowledge and Experience <ul style="list-style-type: none"> • 5 years experience working within a Trading Standards service. • Demonstrable knowledge of National and Regional local government policy and current issues and trends impacting on trading standards. • Demonstrable knowledge of Quality Assurance process and its use in a working environment. • Working knowledge of intelligence principles and practice including NIM, production of intel logs. • Experience of managing teams in a regulatory environment. 	A/I A/I A/I A/I A/I
	Skills <ul style="list-style-type: none"> • Effective verbal and written communication skills with the ability to present information to a range of different audiences. • Demonstrable success with partnership working within and outside the County Council. • Demonstrable influencing skills. • Proficient IT skills. • Well-developed financial skills to take commercial opportunities and deliver income into the service. • Ability to think strategically and see the large picture while giving appropriate attention to detail and can translate into a communication to staff. • Ability to fully understand, interpret and implement complex legislation and plans in line with SCC corporate requirements. • Ability to manage workloads to multiple deadlines and coordinate multi activity across a number of teams. • Excellent interpersonal skills to form effective diverse working 	A/I A/I A/I A/I A/I A/I A/I A/I A/I

	<p>relationships with colleagues and partners.</p> <ul style="list-style-type: none"> • Demonstrable ability to be assertive and negotiate effectively. • Demonstrable ability to manage conflict and difficult situations effectively. • Innovative and imaginative approach to successful problem solving. • Demonstrable strong commitment to continuous improvement 	<p>A/I A/I A/I A/I</p>
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*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting

Talent & Resourcing Team 01785 278300