

Trading Standards Compliance Officer

Grade 8

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.

Our Trading Standards Priorities:

- **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.

Reporting Relationships

Responsible to: Trading Standards Team Leader

Responsible for: N/A

Key Accountabilities:

1. Undertake investigations, respond to enquiries, complaints, inspections and related work relating to the full range of work undertaken by Trading Standards as assigned by the Team Leader/Manager
2. Act as an authorised officer for the Council and undertake activity to enforce all relevant legislation for which Trading Standards has responsibility.
3. Carry out Trading Standards activities in accordance with risk- based principles, including collection and utilisation of intelligence to target offenders.
4. Undertake surveys and projects to investigate trading practices, including participation in or supervision of covert investigations including sampling and test purchases.
5. To take statements and to contribute to the production of reports for prosecution or injunctive action and processes for disclosure, the safe custody of documentary evidence and exhibits for production in court, and to give evidence in court when necessary.
6. Support the Trading Standards activity by delivering income generation activity.
7. Take personal responsibility for casework allocated.
8. Participate in Regional Operational Groups and maintain positive working relationships with appropriate partners to meet objectives of the Council.
9. Maintain knowledge by keeping abreast of changes in criminal and civil law which affect the operation of the Trading Standards Team and the performance of the post holder.

10. To participate in the testing of Civil Contingency Planning (e.g. Business Continuity Plans and Disaster Plans)
11. Undertaking such other duties that may be required from time-to-time and which are commensurate with the post.

Person Specification

Qualifications/Professional membership

- Legal/DCA/DCATS Equivalent qualification or substantial experience in Trading Standards
- Educated to Level 3 standard including English and Maths GCSE (Grade C or above), or equivalent.
- Full current driving license (special arrangements will be considered in line with the Equality Act 2010)

Knowledge and Experience

- Demonstrable breadth of experience across trading standards areas of work
- Experience of Enforcement activity including knowledge of criminal legal process and legislation
- Demonstrable knowledge and experience of all aspects of Trading Standards work, including animal health.
- A clear understanding of the principles of balanced enforcement including risk assessments and proportionality.
- Knowledge of IOM and use of intelligence to drive TS activity
- Experience of working in partnership with organisations
- Demonstrable experience of working with businesses, farms and public
- IT literate (e.g. working knowledge of Windows, e-mail, Microsoft Office, regulatory databases)

Skills

- Effective communications skills.
- Effective organisational ability, particularly self-organisation and discipline to see tasks through to successful conclusion.
- Effective interpersonal skills and unbiased approach to dealing with others.
- Ability to work effectively with competing demands and multiple priorities in confrontational situations.
- Ability to work on own or as part of a team.
- Ability to balance enforcement with the practical difficulties experienced by the business community in achieving compliance.
- Ability to write comprehensive and clear reports.
- Ability to meet service targets and understanding of the importance of doing so.
- Ability to fully understand and interpret legislation.
- Ability to negotiate effectively.

This role is designated as an essential car user

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