

Trading Standards Operations Manager

Grade 13

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.

This role has operational responsibility for the countywide trading standards team and based in Stafford.

Reporting Relationships

Responsible to: Head of Regulatory Services and Community Safety

Responsible for: Trading Standards Technical and Business Manager, Trading Standards Team Leaders

Key Accountabilities:

1. To direct and manage the work of the Trading Standards Team to ensure Staffordshire County Council is meeting its statutory responsibilities and staff are meeting required

standards within the department's allocated financial resource.

2. To be the appointed Chief Inspector of Weights and Measures for Staffordshire County Council and to be responsible for the operation of the arrangement made to give effect in Staffordshire for the purposes of the Weights and Measures Act 1985.
3. To develop and be accountable for the delivery of the trading standards business plan aligned to corporate objectives.
4. Develop and manage a transparent and single cohesive approach to workload planning and prioritisation.
5. To direct Trading Standards activities in accordance with risk-based principles utilising an intelligence-led approach.
6. To be accountable for the delivery of income generation opportunities within trading standards to maximise commercial opportunities.
7. To be accountable for all systems and processes covering Trading Standards activity.
8. To proactively promote the County Council and the work of the Trading Standards service internally and externally.
9. To build, develop and maintain constructive relationships with partners to fulfil Trading Standards objectives on behalf of Staffordshire County Council.
10. To ensure investigations and enforcement activity are conducted in accordance with appropriate statutory and County Council enforcement protocols and procedures, (including disclosure rules, the safe custody of documentary evidence and exhibits for production in court, to give evidence in court when necessary) and to undertake the role of Case Manager under the Criminal Justice Act 2003.
11. To present evidence on behalf of the County Council at Licensing Reviews and at appeals to Magistrates Courts
12. To undertake any other duties required by Management which are commensurate with the grading of the post.

Person Specification

Qualifications/Professional membership

- Diploma in Trading Standards, DCATS or equivalent qualification
- Management qualification equivalent to NVQ level 4.
- Full current driving licence

Knowledge and Experience

- Significant 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.
- Evidenced experience of leading and managing multi disciplined and multi skilled teams including all aspects of performance management
- Demonstrable knowledge of Quality Assurance process and its use in a working environment.

Skills

- Effective verbal and written communication skills with the ability to present information to different audiences
- Demonstrable excellent interpersonal skills to build and maintain relationships with other staff at all levels and with external partners
- Ability to think strategically and see the large picture while giving appropriate attention to detail to translate into a communication to staff
- Able to demonstrate competence in financial management, including the analysis of financial to prioritise finite resources and to recognize and deliver income into the service
- 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
- Ability to understand, interpret and implement complex legislation and plans in line with SCC corporate requirements.
- Demonstrable ability to motivate staff to deliver a professional service in line with the Council's vision and core values
- Proven ability to manage workloads to multiple deadlines
- Demonstrable success with partnership working within and outside the County Council



This post is designated as a Casual Car user

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