

# Trading Standards Compliance Officer

## Grade 8

### **Our Vision**

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:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- 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 legislation. The service aims to prevent harm and/or financial loss to consumers by working with business to ensure compliance and a fair-trading environment.

### **Reporting Relationships**

**Responsible to: Trading Standards Team Leader**

**Responsible for: None**

### **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.

**Some working outside of normal hours is expected and the postholder may be expected to share in a 24-hour emergency call-out rota**

**Special Conditions:**

- The position is subject to an enhanced disclosure check under the Rehabilitation of Offenders Act 1974. Further details regarding this can be found within the Staffordshire County Council's employment policy

This post is designated as an Essential car user

**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
	<p><b>Qualifications/Professional membership</b></p> <ul style="list-style-type: none"> <li>• Legal/DCA/DCATS Equivalent qualification or demonstrate 5 years relevant experience in Trading Standards</li> <li>• Educated to Level 3 standard including English and Maths GCSE (Grade C or above), or equivalent.</li> <li>• Full current driving license (special arrangements will be considered in line with the Equality Act 2010)</li> </ul>	A/I
	<p><b>Knowledge and Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrable breadth of experience across trading standards areas of work</li> <li>• Experience of Enforcement activity including knowledge of criminal legal process and legislation</li> <li>• Demonstrable knowledge and experience of all aspects of Trading Standards work, including animal health.</li> <li>• A clear understanding of the principles of balanced enforcement including risk assessments and proportionality.</li> <li>• Knowledge of IOM and use of intelligence to drive TS activity</li> <li>• Experience of working in partnership with organisations</li> <li>• Demonstrable experience of working with businesses, farms and public</li> <li>• IT literate (e.g. working knowledge of Windows, e-mail, Microsoft Office, regulatory databases)</li> </ul>	A/I
	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Good and Effective communications skills.</li> <li>• Good organisational ability, particularly self-organisation and discipline to see tasks through to successful conclusion.</li> <li>• Good interpersonal skills and unbiased approach to dealing with others.</li> <li>• Ability to work effectively with competing demands and multiple priorities in confrontational situations.</li> <li>• Ability to work on own or as part of a team.</li> <li>• Ability to balance enforcement with the practical difficulties experienced by the business community in achieving compliance.</li> </ul>	A/I

	<ul style="list-style-type: none"> <li>• Ability to write comprehensive and clear reports.</li> <li>• Ability to meet service targets and understanding of the importance of doing so.</li> <li>• Ability to fully understand and interpret legislation.</li> <li>• Ability to negotiate effectively.</li> </ul> <p>This post is designated as an Essential car user</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.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre 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