

Job Title: Trading Standards Technical Support Officer

Grade: 6

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 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: Technical and Business Manager Trading Standards and Staffordshire South Coroners Services

Key Accountabilities:

1. To handle any calls and data records from businesses, farms and partners into the Trading Standards team, using knowledge and experience to respond and/or direct to appropriate technical experts.
2. As directed by the Technical and Business Manager, provide office support to trading standards activities across the department including Animal Health, Licensing, Trader Register and Safety of Sports Grounds etc.
3. To ensure that technical equipment, evidence and other resources required by Trading Standards are ordered, stored/organised, maintained, calibrated (where appropriate) and replenished as necessary or where directed.
4. To provide support to Trading Standards officers for Property Seizures procedure ensuring processes are adhered to appropriately, reporting anomalies to the appropriate manager.

5. To transcribe audio and video recordings of interviews etc. into typed documents for legal proceedings and to maintain Trading Standards recordings library in accordance with statutory requirements.
6. As directed by the Technical and Business Manager maintain trading standards databases including the updates to external and internal website pages.
7. As directed, to carry out all appropriate administrative functions, relating to financial activities of trading standards including systems in relation to the charging and receipt of trading standards generated income and to provide reports for managers.
8. To assist the Trading Standards team and managers in their work, as and when required, with any other duties commensurate with the post.
9. Requirement on occasion to provide emergency office support to other Regulatory services within the department, (Coroners, safety of Sports Grounds etc)

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"> NVQII in Business Admin or equivalent and willing to study to Level III. An IT qualification to the competency level of ECDL, CLAIT, etc. 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). 	A/I A/I A/I C
	Knowledge and Experience <ul style="list-style-type: none"> A basic knowledge of Trading Standards activities or similar environment. Experience of or willing to obtain experience of using Microsoft Office 365 or equivalent software packages. Experience of or willing to work towards gaining knowledge of office procedures, systems and equipment. Experience of working as part of a team. Knowledge of or willing to work towards gaining knowledge of CIVICA or other Trading Standards databases. Experience of dealing with public or businesses and ability to deal with confrontation by diffusing difficult situations. 	A/I A/I A/I A/I A/I A/I
	Skills <ul style="list-style-type: none"> Competent in using figures to a high level of accuracy and presenting information in a structured format. Good administration, IT and communication skills; an inquisitive mind and able to demonstrate initiative. Good organisational skills with ability to work under pressure and on own initiative. Conscientious and trustworthy. <p>This post is designated as a casual car user</p>	A/I A/I A/I A/I



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 **Liberata Employee Services Team on 01905 947446**