Staffordshire County Council

Trading Standards Team Leader
Grade 11

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 a trading standards team based in Stafford.

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.

Reporting Relationships

Responsible to: Trading Standards Operations Manager
Responsible for: Trading Standards Team

Key Accountabilities:

1. To manage an operational team in Trading Standards under the direction of the Trading Standards Operations Manager

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2. To participate in the development of and be accountable for the delivery of the trading standards business plan as directed by the Trading Standards Operations Manager
3. To enforce trading standards legislation, and to supervise the detection and investigation of offences.
4. To supervise 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.
5. To proactively seek out opportunities to improve the effectiveness of the team including Primary Authority opportunities, income generation and work through partners.
6. To act as the lead officer for the overall Staffordshire trading standards team as and when required by the Trading Standards Operations Manager (e.g. Food Officer, Safety of Sports Grounds and/or other areas as required)
7. To keep informed of all relevant legislative and technical developments and participate in regional and national working groups as are appropriate, including representation for the County Council at Regional level
8. To support the Trading Standards Operations Manager in ensuring that the activities of the team are undertaken in accordance with risk-based principles utilising an intelligence-led approach and priorities across the whole department.
9. To participate with partner agencies within the county and the region to maintain positive working relationships in order to meet the objectives of the County Council.
10. To undertake the role of internal verifier for professional training where appropriate.
11. To undertake all duties assigned to a Trading Standards Officer as required to provide operational assistance in times of exceptional demand and to participate in the testing of Civil Contingency Planning (e.g. Business Continuity Plans and Disaster Plans)
12. To perform such other duties that may be required and that are commensurate with the grading of the post, including deputising for the Trading Standards Manager in his/her absence at meetings.

Person Specification

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Qualifications/Professional membership

- Educated to degree level or equivalent
- Full current driving licence
- Diploma in Trading Standards, DCATS or equivalent qualification
- Management or supervisory qualification or willingness to
- undertake

Knowledge and Experience

- Experience of partnership working and proven ability to establish relationships and develop and maintain external partnerships
- Experience of case management/effective case management
- within set timescales and meeting deadlines
- Significant experience in investigatory and enforcement experience
- Knowledge of IOM and use of intelligence to drive TS activity
- Knowledge of Quality Assurance
- Knowledge and understanding of all aspects of Trading
- Standards legislation, including Animal Health from local, regional and national perspective
- Experience of managing a team and motivating staff and managing performance
- Knowledge of Hazard Analysis Critical Control Points concept
- Experience in fully understanding, interpreting and implementing complex legislation and plans

Skills

- Proven ability to deliver, by planning work and setting targets for the achievement of objectives
- Ability to lead a trading standards team including the ability to articulate with coherence and clarity, the vision for the service in line with Corporate and departmental objectives
- Able to model best practice when working with employees
- Demonstrable ability to effectively performance manages staff
- Ability to communicate effectively in all formats, verbally and in writing at all levels, including with the media.
- Ability to manage conflict and difficult situations effectively
- Excellent interpersonal skills to deliver strong and effective working relationships with colleagues and partners
- Demonstrable ability to influence and negotiate effectively
- Conscientious, resilient, approachable, patient and self-motivated
- Demonstrate a commitment to delivering high-quality services
- Innovative and imaginative approach to problem solving
- A Commitment to the Council's vision and core values

disability confident EMPLOYER
CARE LEAVER COVENANT

- Demonstrates a strong commitment to continuous improvement to more effective ways of working

This post is designated as an Essential Car user
The content of this Job Description and Person Specification will be reviewed on a regular basis.