

Management Group: Place

Department/Section: Regulatory Services

Job Title: Senior Trading Standards Officer

Reports to: Environmental Health Team Leader (Commercial)

Grade: Bexley14

Purpose of the job

Enforcement of a range of statutory duties in relation to consumer protection, fair trading and licensing.

To take the lead on projects and specialisms as allocated within the Trading Standards and Licensing areas of work and for carrying out the full range of functions undertaken within the team.

Principal accountabilities

Strategy

To recommend and contribute to the formulation of policies affecting the work of the Team.

Direction

Devising intelligence based projects often involving range of partners, identifying and addressing highlighted areas of concern, planning and preparing for multi-agency visits to trade premises, overseeing and directing staff of differing grades and reporting on results.

Implementation

Show exceptional ability in the management of complex investigations or a specialised field.

Demonstrate high level of accountability and initiative to motivate others to reach desired goals

Carrying out inspections of a wide variety of businesses premises, with a view to ensuring compliance with trading standards or licensing legislation

Undertaking test purchasing activities and supervising children engaged in test purchasing activities of age restricted goods or activities from businesses premises

Carrying out online investigations and undertaking online test purchasing

Instigating formal and informal action against businesses for breaches of legislation, including preparing reports for Court and evidence gathering. Assessing key offences and potential investigatory avenues in accordance with legislative requirements and of practice.

Provide appropriate advice to consumers as part of dealing with criminal investigations and consumer complaints and provide appropriate advice to business

To prepare and present talks and training on the work of the Trading Standards service and legislation enforced to a range of both internal and external audiences

Organisational Control and Development

- a) To review, identify and make recommendations on training needs on issues relating to the project's area of activity and to undertake training as necessary; to devise and provide training to staff in other directorates and outside bodies.
- b) To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Personal Effectiveness

- (a) Maintain clear communication with customers, respond to and process enquiries and complaints within local standards, keep customers informed and up to date about progress. Strive to exceed expectations of service and actively encourage continuous improvement. Contribute significantly to policy development and service improvement using customer feedback.
- (b) Assess and advise senior staff on the impact and implications of change. Break down complex tasks into manageable parts and be able to report to senior staff clearly and efficiently in order that decisions can be properly made
- (c) To deal promptly with all matters requiring the post holder's personal attention.
- (d) To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of professional skills and knowledge to satisfy the requirements of the post.
- (e) To meet and work in conjunction with staff of other directorates, departments, business partnerships, public bodies, authorities, voluntary groups and other organisations, to provide advice and guidance on policy and procedures to be followed in relation to the team's area of activity in order to prevent contraventions and to promote good standards of practice.
- (f) Always exhibit a positive attitude to your peers and volunteer for new and complex challenges. Demonstrate a confidence in one's own ability to accomplish tasks and assert oneself in variety of situations within different groups.
- (g) Be able to speak publicly to all groups.

Person Specification

Management Group: Place

Department/Section: Regulatory Services

Job Title: Senior Trading Standards Officer

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) Education and formal training		
The Diploma in Consumer Affairs and Trading Standards (DCATS), a Consumer Protection degree or equivalent experience.	D	A/I
Section 73 Certificate of Qualification as an Inspector of Weights and Measures	D	A
(b) Relevant technical experience, knowledge & skills/abilities		
To have a good knowledge of the range of Trading Standards legislation, and an in depth specialist knowledge in one key area	E	I
To have highly developed communication and interpersonal skills and to be able to converse, both orally and in writing, with all stakeholders and have the ability to contribute to corporate issues within the organisation.	E	P
To compile and write concise, accurate and factual reports including infringement, project and statistical reports.	E	AT
To have an understanding of computers and the ability to use computers, software and databases to input and extract data, write letters and reports and produce other documentation.	E	A & AT

To be able to demonstrate the following areas of competence:	E	I & P
--	---	-------

- To interview complainants and to be able to extract relevant elements of matter being reported.
- Experience in formal interviews of potential defendants following the provisions of Police and Criminal Evidence Act 1984
- Taking of witness statements
- Identifying and securing of physical, documentary and electronic
- sending letters of advice, serving Notices of Alleged infringements
- presenting evidence in Magistrates/Crown/High Court
- dissemination of evidence and ability to recognise important elements relevant to legislation

Preparing and presenting reports on work of the Service to members, working groups and committees.	E	AT
--	---	----

Demonstrable investigatory and prosecution case preparation skills including identifying, seizing and storing evidence, and the recording of property and continuity for evidential purposes.	E	P
---	---	---

The ability to deal with difficult and at times confrontational situations.	E	I
---	---	---

The ability to use a variety of digital technology to capture evidence for use in legal proceedings.	E	I
--	---	---

The ability to interpret and apply the law in practice.	E	I
---	---	---

The ability to manage and develop enforcement, advice or inspection projects in conjunction with the departments Service Plan objectives.	E	I
---	---	---

The ability to deliver training to staff, businesses and other groups.	E	P
--	---	---

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley

	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	organisation to understand the demands on others and seek solutions as One Council I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer data to shape service improvements
	I prepare and present information anticipating questions and problems	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience,	I set interim goals to achieve notable wins on the way to larger objectives

informed by a range of information and I deal with poor performance
evidence
