

Job Description and Person Specification

Job title:	Trading Standards Officer
Department	Public Protection & Culture
Service:	Public Protection Partnership
Team:	Compliance and Enforcement
Post number:	
Salary grade:	Grade H1
Work location:	Market Street
Reports to:	Senior Officer
Supervises:	A range of professional and technical staff

Job Purpose

- Provide professional expertise across a wide range of trading standards and where required wider PPP related matters and use them to maintain and, whenever possible, improve and protect the health, safety and welfare of the districts citizens and visitors.
- To act using a variety of professional skills, experience and competencies including education and legal enforcement to achieve the aims of the Council.

Structure Chart

The TSO post reports to a Senior Officer or a Principal Officer

Main Duties and Responsibilities

The following duties and responsibilities are dependent on the designation of the post holder.

1. Carry out inspections of all types of premises, land and undertakings and to initiate appropriate actions as a result.
2. Respond to service requests, complaints and formal notifications by investigations, inspections, interviews and all other appropriate methods.
3. Conduct investigations leading to the production of reports for consideration by the Public Protection Partnership – Joint Case Management including conducting interviews under caution, witness handling, evidence gathering and preparing for and attending court or tribunal.
4. Take the lead on research into specialist topics and disseminate information to colleagues in these fields. This may include the supervision of specialist contractors.
5. Undertake inspections and associated actions in response to licensing, authorisations,

Main Duties and Responsibilities

permits, registrations and similar activities.

6. Communicate effectively and appropriately with clients, colleagues and external agencies.
7. Be an advocate for the values and work of the PPP
8. Assist in undertaking work of a promotional of educative nature including assisting in the running of courses and presentations.
9. The post holder may be required, occasionally, to carry out duties at unsociable hours for which either separate payment or time off in-lieu will be paid. This will be at the discretion of the Public Protection Manager
10. To promote equality as an integral part of the role and to treat everyone with fairness and dignity.
11. To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.

The post holder will be working across a wide range of Public Protection functions

Scope (impact on/control of resources, people, money etc)

- A. As part of specialist project work the post holder may be responsible for small budgets allocated from time to time
- B. The post holder will operate with a high degree of autonomy within the terms of the management and policy frameworks
- C. Dependent on the post holder's knowledge and experience it may be a requirement to supervise and/or manage other officers across PPP in delivering projects.

There are no direct budgetary or resource responsibilities for this post.

Person Specification

Qualifications	Essential/ Desirable
Diploma in Trading Standards, DCATS (70pts inc Food and W&M) Additional Qualification in related field of study – e.g. Relevant Degree in Investigative Practice.	E D
Experience	
Experience of working in a fast-moving customer focused environment.	E
Previous experience in the regulatory or public health environment	E
Experience in supervision	D
Knowledge and understanding	
Knowledge and experience of appropriate IT systems	E
Knowledge investigation framework including PACE, RIPA, POCA and CPIA	D
Skills and abilities	
Strong verbal communication skills.	E
Ability to adapt style to wide variety of people.	E

Ability to act assertively, with authority, knowing when to be empathic and a good listener.	E
Ability to write concise and accurate reports.	E
Ability to pay high level of attention to detail.	E
Ability to gather evidence in a criminal investigation	E
Previous experience of having given evidence in court or similar environment.	D
Experience in leading investigations, projects or studies	D
Ability to use Email and Outlook and to use a web browser to access information	E
Basic ability to use Microsoft Office software	E
Skills in report writing and presentation of information	E
Work-related personal qualities	
Good motivator and team player	E
Able to prioritise personal workloads	E
Able to mentor others	E
Ability to respond effectively to rapidly changing demands.	E
Must be able to demonstrate drive and determination	E
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	E
This post is politically restricted	Yes
Enhanced DBS check with relevant barred list/s	No
Possession of full driving license and access to a vehicle for work.	E