

Hertfordshire County Council

Job Outline



JOB TITLE: Senior / Trading Standards Officer
GRADE: H9-M2
REPORTS TO: Principal Trading Standard Officer
TEAM: Trading Standards
DEPARTMENT: Community Protection

Purpose of the Job

Maintain standards of fair trading by carrying out enforcement and advisory duties across the complete range of legislation allocated to the department. Manage project teams and supervise individuals as required.

Main Areas of Responsibility

Carry out enforcement, complaint, investigatory and advisory visits to a wide range of businesses and other organisations to determine whether goods and services are being produced and/or supplied in accordance with relevant legislation and standards.

Initiate and respond to correspondence and other queries in connection with businesses, consumers and other organisations.

Prepare reports concerning the most serious alleged offences discovered, to enable decisions as to further action to be taken.

Maintain records of enforcement and advisory activities. Collate and analyse results of projects undertaken.

Provide significant contribution to project teams and supervise/coach less experienced staff sharing experiences.

Prepare and research reports for Management Team identifying trends and other information of significance, e.g. detailed project proposals.

Utilise specific/specialised expertise for complex visits and cascading such information as appropriate.

Leading project teams where required and managing allocated resources.

Direct, supervise and mentor other enforcement, advisory and support staff, as delegated by the Principal Officer, for training, development or operational purposes.

Develop areas of expertise and act as a reference point to colleagues

Within areas of expertise, advise the Management Team of national and local issues.

In consultation with the relevant Principal Officer, manage and monitor allocated project budgets.

Actively contribute to broader development of Business Plan and Strategic Assessment

Represent the department on professional panels as required, e.g. EETSA technical groups. Ensure resulting information exchange and follow-up actions are carried out.

Deputise for the Principal Officer if required.

Research implications of draft/new/amended legislation and recommend necessary actions for its implementation.

Cascade/inform and co-ordinate departmental responses as directed on new/amended legislation.

Develop and appraise projects and audits.

Evaluate and determine within departmental policies the actions required for incoming complaints and business enquiries.

Act as Officer in Charge under Criminal Procedures and Investigations Act.

Contribute to departmental training and Quality Assurance programmes.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

Person Specification

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application may be rejected.

- Hold the Diploma in Trading Standards (or one of the antecedent qualifications), Diploma in Consumer Affairs or Diploma in Consumer Affairs and Trading Standards and can demonstrate on going professional and personal development since achieving your professional qualification
- Communicate confidently, effectively, clearly and concisely at all times and all levels (with colleagues, outside contacts, etc.) both orally and in writing.

- Excellent observation and recording skills.
- Proficient with Information Technology.
- Recognise and respond effectively when a situation needs tactful / diplomatic / discreet handling.
- Organise own workload and others, and prioritise to meet deadlines.
- Able and willing to coach/supervise/mentor other staff by influence and example.
- Compile research and analyse information from a variety of sources.
- Demonstrate excellent team working and leadership skills.
- Take a practical and impartial approach.
- Give feedback and instructions.
- Promote the Department and its image successfully.
- Set and maintain the highest standards of personal, professional and ethical behaviour which engenders the trust and respect of others within the Service and organisation
- To understand how political interests, positions and policies impact on the Service
- Promote high levels of co-operation and working together across the organisation
- Champion of the values and principles of the Service and organisation
- Act resourcefully to solve problems and move things forward without needing to be asked
- Make decisions in a confident and unhesitating way, even when faced with difficult situations or threats

Criminal Background Check

Safeguarding children and adults is of utmost importance to Hertfordshire County Council. The Council requires employees to abide by legislation and best practice to enable Hertfordshire to achieve this. This role has been identified as requiring a Disclosure & Barring Service (DBS) check or Basic Disclosure. You must therefore ensure that any relevant criminal record check application is completed and returned as requested by the Council, as this is deemed a contractual requirement of employment.

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.

Please note that additional information referring to the check is in the guidance notes to the application form. If you are invited to interview you will receive more information.

Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability).