

# JOB DESCRIPTION

<b>JOB TITLE</b>	Trading Standards Officer
<b>GRADE</b>	PO4
<b>REPORTING TO</b>	Trading Standards Team Leader
<b>JD REF</b>	REG

## PURPOSE

Protect consumers and businesses by promoting a safe and fair-trading environment across the regulatory service functions.

## MAIN DUTIES AND RESPONSIBILITIES

1. You will carry out enforcement activities, including inspections, surveys and investigations into complex and serious breaches of trading standards legislation to identify legal contraventions and select, recommend and execute appropriate solutions based on assessed risk.
2. Your solutions will include using the full range of enforcement powers from an informal educative approach to formal legal proceedings to ensure that Wirral residents are protecting against unsafe goods and illegal trading practices.
3. You will work with a range of stakeholder to deliver and/or supervise complex projects aimed at securing business compliance with all Trading Standards legislation.
4. You will need to prepare reports including statutory returns and statistics, undertake correspondence, conduct interviews, brief the Council Solicitor, and when necessary, give evidence in Court.
5. Your work will involve working with relevant stakeholders to lead and deliver projects to support local, regional and national health promotion initiatives. This will involve research, identifying trends, reviewing and developing policy and procedures to ensure trading standards quality and compliance.
6. Monitoring performance and quality standards will be a key part of your role. You will work with other Council departments and external voluntary and statutory bodies to identify any issues that require intervention through Trading Standards.



7. We expect you to maintain an up-to-date knowledge in relation to relevant Government initiatives, guidance, changes in legislation and good practice.

## ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualifications:

- Professional CTSI Trading Standards qualification (DTS/DCATS including Food and Legal Metrology modules) or equivalent.

### Knowledge & Skills:

- Excellent written and verbal communication skills and an ability to influence the behaviour of others.
- Knowledge of current and proposed Trading Standards legislation and statutory guidance
- Ability to work with minimal supervision and to a high level of accuracy.
- Demonstrate knowledge of Enforcement Procedures and PACE.
- Demonstrate the ability to prepare reports, undertake correspondence, conduct interviews and collate case files for Legal Services.
- Demonstrate the ability to investigate and undertake complex projects.
- Have effective time management skills
- An awareness and understanding of equality issues.

### Experience:

- Experience in a Trading Standards service
- Have experience of investigating consumer complaints.
- Have experience of the provision of business advice to members of the public and commercial undertakings.

## DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

### Qualifications:

- Undertaken additional qualifications or training in a field related to Trading Standards.
- Lead Auditor Assessor Qualification.

### Knowledge & Skills:

- Demonstrate an understanding of the care and maintenance of equipment and evidence to ensure security of evidence and continuity of the evidence chain.

### Experience:

- Have experience of training, mentoring and the development of less experienced colleagues.
- Have experience of working with a range of statutory, voluntary and other organisations or agencies to achieve the successful development and implementation of partnerships.
- Have experience of investigating enquiries from Members of Parliament or Councillors and drafting replies to their enquiries.

- Have experience of giving presentations.
- Have experience of Civil Enforcement procedures and the Enterprise Act.

## **ADDITIONAL INFORMATION**

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**DATE OF APPROVAL: MARCH 2023**

**APPROVED BY: HEAD OF SERVICE**