

Job Description

For Non-Streamlined Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Trading Standards Officer	JEID	M0335
Salary Grade:	Grade K - SCP 23 £32,234 - SCP 26 £34,728		
Service Area:	Trading Standards Service – Community Services Business Unit		
Primary Location:	TS HQ, Old Budbrooke Road, Warwick, CV35 7DP		
Political Restriction	This position is not politically restricted.		
Responsible to:	Delivery Lead Trading Standards		

Role Purpose

To play an active role in delivering the Trading Standards Service by carrying out a range of duties including effective preventative and intelligence led enforcement activity; to support local consumers and businesses. To ensure Warwickshire has a safe and fair trading environment, supporting local economic growth, protecting Warwickshire residents from harm and protecting Warwickshire residents' health and wellbeing.

Role Responsibilities

- 1) Conduct basic and complex investigations under criminal and civil legislation, producing written reports and deliver witness evidence in Court as necessary
- 2) Enforce Trading Standards legislation by carrying out a range of activities including inspections, proactive targeted campaigns, formal sampling, equipment testing and test purchasing
- 3) Plan, lead and report on proactive and innovative work across a number of service areas including writing detailed project proposals and detailed reports
- 4) Develop and implement research in areas of current consumer and business concern
- 5) Provide basic and complex business advice to local businesses (including Primary Authority Advice)
- 6) Interrogate and analyse information contained on numerous databases including office records
- 7) Maintain up to date accurate records of all actions carried out
- 8) Identify and submit relevant intelligence logs, record and share intelligence in a lawful way to contribute to successful tasking and prioritisation needed for an intelligence-led approach to planning activities
- 9) Play an active role in the development, management and delivery of cross-cutting collaborative multi-agency working
- 10) Provide training, mentoring and support to relevant staff

- 11) Develop and maintain knowledge in areas of legislation appropriate for the role
- 12) Represent the Service / WCC / Region at local, regional and national level as required
- 13) Work with the media to convey key messages and to raise awareness of the Service
- 14) Attend rapid responses or other emergency call-outs to protect residents
- 15) Work flexibly under WCC's Flex-Time Scheme and this includes weekends, early mornings and evenings, when necessary
- 16) Mobility Essential; applicants must hold a valid driving licence or be able to travel effectively and efficiently by other means around the county to a variety of premises including those outdoors, and further afield as necessary
- 17) Adopt the WCC 'Our Behaviours' expected of all WCC employees
- 18) Undertake any other duties as required which are commensurate with the grading of the post

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job. Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Hold the Diploma in Consumer Affairs and Trading Standards (DCATS), or equivalent Trading Standards Qualification	A / D
Have at least three years experience of delivering a range of Trading Standards advisory and enforcement work	A / I
Possess well developed communication, negotiation and influencing skills	A / I
Have ability to deal effectively with confrontational / emotionally demanding customers and stakeholders	A / I
Have ability to interpret complex legal and technical information and then present that information in a format suitable for a variety of different target audiences	A / I
Have ability to assess products and documents against standards/legislation; to audit processes and systems; to form opinions and recommendations about actual / likely level of legal compliance	A / I
Have ability to lead proactive project work – to research problems, suggest potential options, deliver against agreed objectives and report outcomes	A / I
Have ability to investigate civil and criminal breaches of law, to gathering and present evidence for use in Court proceedings	A / I
Is able to problem-solve and make sound decisions with potentially significant consequences, including under pressure or strict time constraints	A / I
Is able to proactively research issues of concern to consumers or businesses, using a range of sources. Understands the difference between information, intelligence and evidence	A / I
A sound knowledge of criminal and civil legal procedures and legislation including covering investigations, laws of evidence, disclosure, data protection and RIPA	A / I
Possess knowledge of the intelligence model, have experience of submitting intelligence logs and interprets data to deliver intelligence-led approach to enforcement	A / I
Experience of effective partnership / multi-agency working achieving positive outcomes	A / I
Experience of mentoring / training apprentices	A / I
Ability to be self-disciplined, use resources effectively and prioritise / review own workload to meet urgent deadlines /service standards	A / I
Proven flexible approach to work tasks and a willingness to work across service areas and outside normal weekday office hours if necessary	A / I
Have sufficient competence for day to day use of IT, namely email, online services, electronic databases and Microsoft Office Applications	A / I
Knowledge and understanding of Health and Safety legislation, safe systems of working and carrying out Risk Assessments	A / I
Sufficiently mobile to travel around the county to a variety of premises including those outdoors, and further afield as necessary, and to enter premises / vehicles not belonging to WCC and be able to carry equipment necessary for the role	A / I

Desirable Criteria

Assessed By:

Demonstrate current competence via the TSI CPPD scheme or equivalent	A / I
Experience of representing the service regionally or nationally	A / I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input checked="" type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input checked="" type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input checked="" type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	