

Title Trading Standards Officer-level 4	Department Place	Post Ref.
Job Purpose To play a lead role in the Service's provision of effective enforcement action and support to local consumers and businesses to give Nottinghamshire a better trading environment. To perform the operational roles and duties of the Team Manager, whenever required, to meet business needs.		
Key Responsibilities <ol style="list-style-type: none"> 1. To enforce Trading Standards legislation via a variety of methods including inspections, projects and targeted advice/education. 2. To conduct (and support other officers conducting) basic and complex investigations, producing a written report and attending court as necessary. 3. To provide basic and complex business advice and to act as a Primary Authority liaison officer as designated. 4. To provide advice and assistance to residents to resolve their basic and complex consumer problems, as applicable, and to prevent future similar problems. 5. To collect, assess, analyse and share intelligence in a lawful manner and to contribute to the Service's tasking and co-ordination process. 6. To lead on the development, management and delivery of cross cutting, multi-agency projects. 7. To lead teams of multi-agency officers on investigations and operations. 8. To provide training and mentoring to relevant staff, as required, including the development and delivery of training packages. 9. To act as an assessor for the purposes of the DCATS qualification and support officers with producing their portfolio. 10. To develop and maintain knowledge in areas of legislation appropriate to the role. To lead in a designated legislative area/service delivery area. 	Key Accountabilities <ol style="list-style-type: none"> 1. To ensure all work is conducted in accordance with the Service's key strategic aims and procedures. 2. To support Team Managers to ensure investigations carried out by them or other officers, as appropriate, are conducted legally, proportionately and effectively. 3. To ensure all legal advice/assistance given is accurate, unbiased and compliant with the relevant legislation. 4. To maintain the proper control and security of evidence at all times. 5. To lead other officers to adopt an innovative problem solving approaching, supporting Team Managers with the debriefing and evaluation of work to ensure the continued development and improvement of the Service. 6. To identify and implement opportunities to develop and improve the Service's systems and procedures. To audit the Service's QA systems as required. 7. To identify and deliver efficiency savings through reducing costs and/or increasing income. 8. To provide specialist support and guidance to other officers and managers as required. 9. To commit resources on behalf of the Authority and be responsible for the delivery of outcomes. 10. To take on the operational duties and responsibilities of the Team Manager as appropriate to meet business needs. 	

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| <ol style="list-style-type: none">11. To assist Team Manager to direct and monitor the performance of the team against objectives within the business plan.12. To represent the Service Authority/Region at local, regional and national level , including the commitment of resources and delivery of outcomes.13. To lead on the development and maintenance of effective collaborative working with other agencies.14. To interact effectively with politicians in relation to the Service's work, including one to one briefing of members and delivering reports to committee meetings.15. To work with the media (doing interviews as required) to convey key messages and raise awareness of the Service & Authority.16. To support Team Managers in dealing with complaints made against the Service.17. To attend emergency call outs as necessary.18. When necessary working arrangements could involve some weekend, bank holiday, early morning and evening working for which appropriate recompense will be made in accordance with the relevant NCC terms and conditions of service. | |
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Possess i) the Diploma in Trading Standards OR ii) the Diploma in Consumer Affairs and Trading Standards (DCATS) or the Diploma in Consumer Affairs (DCA) AND a management qualification (equivalent to ILM level 3 or higher-or be willing to study for this on appointment)
2. Hold a valid UK Driving Licence. (A taxi service is available for a disabled employee)
3. A thorough knowledge of criminal and (relevant) civil procedures and investigations legislation, including laws of evidence and disclosure.
4. Detailed knowledge of the Regulation of Investigatory Powers Act 2000 (RIPA) and of surveillance and other covert techniques.
5. An understanding of the need for and the aims of a modern Trading Standards Service and the current challenges facing service delivery.
6. Thorough knowledge and understanding of the application of workplace Health & Safety legislation.
7. No conviction for dishonesty (subject to the provisions of the Rehabilitation of Offenders Act 1974)

Experience

Personal skills and general competencies

8. Sets an excellent example of customer care for other staff.
9. Effectively sets direction for a team providing motivation for all to deliver high performance.
10. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
11. Sets challenging targets for performance for the team as well as delivering a high degree of personal effectiveness
12. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards
13. Takes an active role in managing risk, health and safety and safeguarding issues.

<ul style="list-style-type: none"> 14. Proven ability to interpret and apply complex legislation and similar documents. 15. Proven ability to investigate offences, prepare concise accurate information reports and give evidence in court proceedings. 16. Proven ability to lead successful projects. 17. Proven ability to advise businesses on complex legal requirements. 18. Experience of effective partnership working. 19. Proven experience of successfully supervising and supporting other officers to achieve good outcomes. 20. Proven commitment to maintain continuous professional development (CPPD) 21. Proven flexible approach to work tasks and willingness to work outside normal weekday office hours if necessary 22. To be mobile enough to enter premises and vehicles not belonging to the County Council, and able to carry the equipment necessary for the role. 23. Experience of training and mentoring staff and/or customers and of designing and delivering effective presentations. 24. Proven ability to ensure that confidentiality is maintained at all times. 	
<p><i>Role Dimensions</i></p> <ul style="list-style-type: none"> 25. Both directly, and in supporting other officers, working to ensure a fair and safe Nottinghamshire trading environment for residents, businesses, and visitors, based in or trading with County enterprises through enforcing legislation. Enable Nottinghamshire businesses to trade effectively locally, nationally and internationally. 26. Working flexibly, contributing across a range of functions including safeguarding communities & businesses, community safety, protecting the vulnerable, environmental protection, tackling organised criminality, and animal disease prevention. 27. Responsible for monitoring the budget allocated to a particular project or Primary Authority contract. 28. Leading, co-ordinating and overseeing the activities of other officers and assisting Team Managers to monitor the performance of other officers, as required. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date October 2012

Tier 6 – Senior Practitioners