



Title		Department	Post Ref.
Trading Standards Officer-Level 1		Adult Social Care, Health and Public Protection	
Job Purpose To contribute to the Service's provision of effective enforcement action and support to local consumers and businesses to give Nottinghamshire a better trading environment.			
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 basic investigations, producing a written report and attending court as necessary.3. To provide basic business advice.4. To provide advice and assistance to residents to resolve their basic 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 contribute to the development of and lead on the delivery of projects.7. To develop knowledge in legal processes and procedures and areas of legislation appropriate to the role.8. To develop and maintain effective collaborative working with other agencies.9. To work with the media to convey key messages and raise awareness of the Service and Authority.10. To attend emergency call outs as necessary.11. 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.		Key Accountabilities <ol style="list-style-type: none">1. Work is carried out with support and/or supervision from a level 3 or 4 TSO or Team Manager, as appropriate.2. To ensure all work is conducted in accordance with the Service's key strategic aims and procedures.3. To ensure investigations the officer carries out are conducted legally, proportionately and effectively.4. To ensure all legal advice/assistance given is accurate, unbiased and compliant with the relevant legislation.5. To maintain the proper control and security of evidence at all times.6. To adopt an innovative problem solving approaching, debriefing and evaluating their work to ensure the continued development and improvement of the Service.7. To identify and implement opportunities to develop and improve the Service's systems and procedures.8. To receive support and guidance from other officers and managers as required.	

The post holder will perform any duty or task that is appropriate for the role described	

Person Specification	
Education and Knowledge <ol style="list-style-type: none"> 1. Five GCSE passes (including English and Maths), at least two at advanced level (or equivalent) 2. Required to study towards and achieve the Regulatory Compliance Officer (RCO) apprenticeship within 18 to 24 months. 3. On successful completion of the RCO apprenticeship, then 	Personal skills and general competencies <ol style="list-style-type: none"> 8. Puts into practice the Council's commitment to excellent customer care. 9. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.

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<p>required to study towards and achieve Stage 1 of the Trading Standards Qualification Framework within a further 12 to 18 mths.</p> <ol style="list-style-type: none"> 4. Hold a valid UK Driving Licence. (A taxi service is available for a disabled employee) 5. An understanding of the need for and the aims of a modern Trading Standards Service. 6. 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) 	<ol style="list-style-type: none"> 10. Works well with colleagues but also able to work on their own initiative. 11. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration
<p>Experience</p> <ol style="list-style-type: none"> 12. Ability to interpret and apply basic legislation and similar documents. 13. Ability to investigate offences, prepare concise accurate information reports and give evidence in court proceedings. 14. Ability to advise businesses on basic legal requirements. 15. Proven ability and willingness to study and a commitment to maintain continuous professional development (CPPD) 16. Flexible approach to work tasks and willingness to work outside normal weekday office hours as necessary. 17. 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. 18. Proven ability to ensure that confidentiality is maintained at all times. 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 19. Working with other officers 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. 20. 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. 21. Monitoring the budget allocated to a particular project. 22. Co-ordinating the activities of other officers as required. <p style="text-align: right;"><i>Please attach a structure chart</i></p>	

Date April 2018

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