

Title Team Manager – Trading Standards	Service Group Trading Standards & Communities Service, Place Department	Post Ref Add Ref
Job Purpose <i>To lead and drive front line/operational/technical or professional staff to meet the required service standards, in line with the service plan and associated standards within the Trading Standards & Communities Service.</i>		
Key Responsibilities <ol style="list-style-type: none"> 1. Personally, and through team members, deliver the targets set down in the service and team plans, through driving the team and service forward. 2. Be an active member of the Management Team for the Service, taking and owning decisions affecting all teams, and being a key member of the Services Level 1 Tasking Group. 3. To creatively problem solve service delivery issues within available resources. 4. To improve the performance of staff under his/her line management by maintaining communication and coaching staff, and by providing appropriate support and guidance. 5. To drive and improve customer satisfaction levels for his/her service. 6. To act as a professional exemplar in carrying out the above duties with a 'can do' attitude. 	Key Accountabilities <ol style="list-style-type: none"> 1. Specified service targets within agreed resources 2. Effective supervision of staff to secure high levels of performance 3. Effective and creative management and deployment of an identified budget 4. Alert the Group Manager of issues that could affect performance 5. Ensure all Health & Safety requirements are complied with in relation to all activities conducted by staff. 6. Ensure that regulatory and investigation work complies with all legal requirements and does not expose the Authority to unnecessary legal, financial and reputational risks, which have the potential to be considerable risks when managing large complex 	

7. To deploy and manage assigned budgets, and to take corrective action where appropriate in liaison with the Group Manager.
8. To build positive relationships with other staff and colleagues.
9. To inform the Group Manager of any changes in the operational environment including customer satisfaction issues.
10. Responsible for ensuring that legislation is effectively enforced, legally, proportionately and consistently, and for assessing and evaluating adverse reports to determine the course of legal action to recommend to the Group Manager.
11. To institute legal proceedings and present cases in Court, including liaison with barristers, solicitors, defendants and witnesses and to decide upon and administer formal sanctions, including issuing Simple Cautions, suspension notices, and making forfeiture, costs and compensation applications to Court.
12. To lead the Service's response to emergencies (e.g. petroleum incidents, animal disease outbreaks etc.).
13. To keep abreast of new developments and good practice within the Trading Standards profession and formulate new innovative ways of working.
14. To champion the authority's views on Trading Standards issues to Government and other organisations and to ensure the

investigations.

7. Ensure the Service develops effective collaborative working relationships with key partners to deliver better outcomes for Notts communities.
8. Ensure the authority collaborates effectively with the national governance board (if applicable to role) for the regional enforcement team to secure the necessary resources for the team and other projects available to Trading Standards.
9. Ability to identify and exploit opportunities to generate income through marketing and selling Trading Standards professional services.

<p>Authority is effectively represented at local, regional and national regulatory and other groups to shape policy and deliver effective collaborative working.</p> <p>15. To lead and manage the County Council's relationships with Strategic partners and agencies alongside other public, private and community sector interests.</p> <p>16. To respond directly to the eight Heads of Service for Trading Standards in the East Midlands on issues concerning the performance and management of the Regional Investigations Team (if applicable) in their areas and across the region. To liaise directly with the national funding and governance bodies on the performance and management of the regional enforcement team.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

<i>Education and Knowledge</i>	<i>Leadership and Management Skills</i>
<ol style="list-style-type: none"> 1. Evidence of continuous professional development. 2. Knowledge and understanding of the main issues affecting the service area. 3. Thorough understanding of the legal frameworks involved in Trading Standards service delivery (including Prosecutors' Code of Practice and Human Rights Act). 4. Thorough knowledge of criminal procedures and 	<ol style="list-style-type: none"> 1. Can demonstrate the abilities to drive the team toward key outcomes, able to provide a positive example by working efficiently, thinking about and taking action to anticipate opportunities, and deal with emerging issues. 2. Able to empower and motivate staff to develop ideas for increasing efficiency, managing the team to be ambitious but realistic in achieving the highest possible performance levels. 3. Ability to identify issues that could impact on service delivery and

<p>investigations legislation, including laws of evidence and disclosure.</p> <ol style="list-style-type: none"> 5. Detailed knowledge of the Regulation of Investigatory Powers Act 2000, Investigatory Powers Act 2016, and of surveillance and other covert techniques. 6. Detailed knowledge and understanding of the application of Health & Safety legislation in a Trading Standards context. 7. Knowledge of the principles and practice of: <ul style="list-style-type: none"> ● effective people management; ● excellent customer service; ● appropriate risk management; ● budget management (where budgetary responsibility is devolved to the team manager) 8. Diploma in Trading Standards (or equivalent) or Diploma in Consumer Affairs & Trading Standards or the Diploma in Consumer Affairs. 9. Full Driving Licence (a taxi service will be provided for disabled employees) 10. Knowledge of national agendas, policies and programmes affecting Trading Standards. 	<p>develop a number of options to mitigate these issues</p> <ol style="list-style-type: none"> 4. Able to ensure that staff are deployed as efficiently and effectively as possible, in line with customers' needs, changing priorities, national changes and performance levels.
<p>Experience</p> <ol style="list-style-type: none"> 1. Minimum 5 years' experience within the service area 	

2. Experience of planning and organising team work or co-ordinating complex activities
3. Evidence of successful achievement across Trading Standards and significant experience of techniques to secure legal compliance.
4. Significant experience of effective and complex partnership working.
5. Experience of leading service delivery with responsibility for direction of a team/service involving a wide portfolio of sub functions.
6. Experience of working with Elected Members and senior officers (both internally and externally).
7. Experience of effective use of the media.

Role Dimensions

1. Ensure a fair and safe Nottinghamshire trading environment for residents, businesses, and visitors, based in or trading with County enterprises through enforcing legislation. To enable businesses to trade effectively locally, nationally and internationally.
2. Strategic and operational management for one of six teams (Enforcement Team 1, Enforcement Team 2, Sanctions & Compliance, Understanding Demand & Intelligence, Commercial Services, or the Regional Investigations Team) with direct line management of up to 13FTE staff, plus contractors.
3. Responsible for proportion of Service budget headings and approving expenditure (responsibilities range up to approx. £1.8m). Responsible for identifying, developing and managing sources of income generation and negotiating contracts and service level

agreements with other public agencies. Responsible for overseeing asset confiscation under the Proceeds of Crime Act 2002 (can be >£1m).

4. Service functions include safeguarding communities & businesses, community safety, protecting the vulnerable, environmental protection, tackling organised criminality, animal disease prevention, and mobilising the community and voluntary sector
5. To manage highly complex criminal investigations (both within the main Service and tasked by the regional governance body to the regional operational team) and ensure the best outcome for the communities of Nottinghamshire (and the wider East Midlands region).
6. Responsible for allocated cross Service issues (e.g. People issues, Learning & Development; Safeguarding, Health & Safety; Performance, Partnerships etc.)
7. To work closely with relevant Elected Members.
8. Responsible for developing and maintaining effective inter-agency working with a wide range of statutory agencies to meet common strategic objectives.
9. May be required to provide out of hours management response to any Trading Standards emergency situations that arise.