

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Operational Support Officer

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

The Trading Standards Service is primarily a consumer protection and fair-trading enforcement service, enforcing a wide range of legislation. In addition to enforcement and regulatory responsibilities, the Service provides advice and information to businesses to make them aware of their rights and obligations.

The main aim of the Service is to ensure a safe and fair-trading environment in West Northamptonshire. The work of the Service contributes to all the customer outcomes of the Council. Outcomes are achieved through a mix of prevention, use of intelligence on a risk assessed basis and enforcement to ensure compliance.

The role will enforce a limited range of legislation and will be responsible for providing support to Trading Standards Officers in operational tasks such as handling complaints, undertaking inspections, multi-agency working and seizing illegal goods. The role will be responsible for entering and ensuring the accuracy of data entered onto our case management system and will play a key role regarding other software and database applications, e.g. bodyworn video footage.

The role will be based in Northampton, and flexible working is supported. It will be expected that the successful candidate will attend the office, or other locations, with some out of hours working required from time to time.

Accountable to:

This role is accountable to a Trading Standards Manager. The role sits within Regulatory Services, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. The role requires a commitment to study and successfully complete an 18-month Regulatory Compliance Officer Level 4 apprenticeship.
2. Responsible for ensuring the accuracy of our specialised case management database, (currently Civica CX), and the IDB intelligence database. Acting as a 'super user' on Civica CX, the role has responsibility for consulting with the software provider, resolving problems, applying updates and training members of the team. Daily responsibility for inputting information, so must ensure accuracy and attention to detail, and will advise and check the accuracy of records for others. The role is required to analyse data and produce reports for management.
3. Enforce a range of Trading Standards legislation by responding to complaints and enquiries, undertake surveys and project work, test purchasing, inspection of business premises for compliance with legislation and deal with infringements. Where necessary, give evidence in court in relation to such matters.
4. Respond to requests for environmental searches in relation to current and historic petroleum storage. Ensure the necessary permissions have been received before reviewing all relevant petroleum records and providing the results.
5. Conduct regular internal audits on exhibit stores and the sample laboratory. Identify issues, take corrective action and make recommendations on improvements to the system and implement when approved.
6. Responsible for monitoring samples taken and liaising with the public analyst, to collect samples for testing or arrange delivery. This requires detailed knowledge of the procedures, both internal and external, as well as the principles and best practices for continuity of evidence.

7. Receive calls and emails from Service users and communicate effectively by providing advice and information. Provide advice to a diverse range of businesses at varying stages of their business development.
8. Carry out the basic upkeep of the Service's vehicles by booking services and maintenance / repairs. Ensure operational equipment is maintained including seizure and sampling kits.
9. Order various sampling equipment, Health and Safety equipment and PPE for all officers.
10. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, to ensure compliance with policies and procedures relating to health and safety within the service.
11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of this post.
12. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Customer focused, with a confident and courteous manner when dealing with customers.	Essential	A, I
Ability to work under own initiative, prioritising workload accordingly and delivering goals within agreed timescales.	Essential	A, I
Ability to develop and maintain strong working relationships with a range of partners, including internal and external stakeholders and develop a positive personal and organisational profile and build relationships to a very high level.	Essential	A, I
The ability to provide business advice to a wide range of individuals from diverse backgrounds and at various stages of their business' development.	Essential	A, I
Able to work as part of a team, supporting colleagues to deliver service goals	Essential	A, I
Excellent written and oral communication skills	Essential	A, I,
Flexible approach to working hours and environments - will be required to work outside of normal working hours and in different locations	Essential	A, I
Ability to demonstrate awareness and understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I
Demonstrate effective use of Office 365 (including Teams, OneDrive, etc.) or a willingness to undertake training during the probation period.	Essential	A, I
Ability to travel to different locations	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Basic understanding of the role of Trading Standards, with the aptitude to learn relevant legislation on the job	Essential	A, I
Excellent IT awareness and skills, knowledge of databases, and the ability to adapt and learn new systems	Essential	A, I
Knowledge and experience of CIVICA/IDOX/IDB	Desirable	A, I
Knowledge of Consumer Law	Desirable	A, I
Knowledge of enforcement procedures, law and guidance	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience in an IT environment, in particular experience of managing and maintaining databases, resolving technical problems and supporting colleagues	Essential	A, I
Experience of data analysis and producing reports on findings	Essential	A, I
Manual handling experience	Desirable	A, I
Previous experience in an enforcement environment	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Minimum of 5 GCSE grades 9 to 4 (A* to C), or equivalent, including English Language and Mathematics.	Essential	A, I, D
Ability to undertake a programme of development in the workplace to achieve the Regulatory Compliance Officer level 4 Apprenticeship or have obtained the qualification	Essential	A, I, D
Relevant IT qualification (NVQ3 or equivalent) or relevant experience in a role that would demonstrate the IT skills to manage and maintain databases	Essential	A, I, D
Full UK Driving Licence	Essential	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Job family band:	Regulatory & Technical Band 05	Worker type:	Part-flexible
Salary range:	£23,493 - £33,017	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

A driving licence is essential as the job holder will be required to travel to various locations to undertake operational activities, professional development and attend meetings. The role does involve some manual handling and may include lifting weights of up to 25kg.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	We get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	We respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	We encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	We believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

