



Description and Person Specification

Trading Standards Authorised Officer

Grade I (starting salary £28,376)

Purpose & Impact:

To ensure compliance with Trading Standards legislation and related standards through the delivery of outcomes which protect the community and secure business compliance.

Accountable to:

This role is accountable to a Senior Trading Standards Officer. The role sits within Regulatory Services, part of the Place and Economy Directorate in West Northamptonshire Council.

Responsibilities:

1. To respond to complaints/enquiries, undertake proactive surveys and project work and inspect businesses to determine compliance with relevant standards, legislation etc. and deal with infringements that are identified.
2. To investigate alleged offences in accordance with relevant legal requirements and report appropriate matters. To provide evidence in court in relation to such matters.
3. To contribute to community protection initiatives which help the public to protect themselves.
4. To work effectively with partner organisations to achieve relevant outcomes.
5. To ensure Service policies and procedures are met in relation to the matters above.
6. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
7. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, to certify compliance with policies and procedures relating to health and safety within the service.
8. 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 the post.

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.



Our Values& Behaviours

TRUST

We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.



HIGH PERFORMANCE

We get the basics right and what we do, we do well. We manage our business efficiently.



RESPECT

We respect each other and our customers in a diverse, professional and supportive environment.



INNOVATE

We encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.



VALUE

We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness.



EMPOWER

We believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.





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 the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D)

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

Identify	Describe	Essential/ Desirable	Measured by
Qualifications	English and Mathematics GCSE grades 9 to 4 (A* to C) or equivalent	Essential	A/D
	Holds a Trading Standards qualification	Essential	A/D
	Ability to travel to different locations	Essential	A
	Clean driving licence	Desirable	A/D
Knowledge	Ability to understand and interpret relevant legislation and standards	Essential	A/I
	Knowledge of UK consumer laws	Essential	A/I
	Knowledge of aims, values, goals and targets of Service	Desirable	A/I
Skills and experience	Previous experience of criminal law enforcement and dealing with confrontational situations	Essential	A/I
	Experience of working to criminal law processes and procedures	Essential	A/I
	Demonstrable record of working with others in a team	Essential	A/I
	Demonstrable experience of dealing with the public and businesses	Essential	A/I
	Collection, analysis and use of data to inform evidence-based judgements	Essential	A/I



	Energy, resilience and ability to work under pressure and show initiative	Essential	A/I
	Positive attitude, particularly to change	Essential	A/I
	Ability to give advice and information to business and the public in relation to Trading Standards matters	Essential	A/I
	Ability to exercise sound judgement in seeking solutions to operational problems	Essential	A/I
	Ability to undertake and complete tasks	Essential	A/I
	Excellent written and verbal communication skills	Essential	A/I
	Confident and courteous manner when dealing with customers	Essential	A/I
	Flexible approach to working hours and environments (required to work outside the office in differing locations depending on duties). Commitment to quality and identifying improved ways of working	Essential	A/I
	Delivering goals within defined timescales and to agreed standards	Essential	A/I
	Previous experience of advising on civil law, associated court procedures and negotiating settlements.	Desirable	A/I

- Within the flexible / agile working model there are **four clearly defined worker types**. Your worker type is determined by your **job role**.
- Your line manager will inform you which worker type your job role falls under. This is something you will continue to discuss with your line manager as we embed this culture across our organisation.