



North Northamptonshire Council Job Description and Person Specification

Trading Standards Officer

Service Area: Regulatory Services

Reports to: Trading Standards Operational Manager

Salary scale: NCC TUPE SCALE K (subject to assimilation to NNC pay and grade structure).

Responsible for: Trading Standards Team members

Purpose of the job

To secure compliance with Trading Standards legislation and related standards and to ensure the efficient and effective management of allocated resources by implementing policies and procedures and relevant improvements relating thereto.

To be a Service specialist/lead officer in respect of an area of Trading Standards responsibility ensuring the Service delivers relevant outcomes in this area and that other relevant officers have appropriate learning and development to enable them to deliver such outcomes.

Principal responsibilities

1. To represent the Service in national, regional and local settings in support of the achievement the Council's outcomes and priorities including to secure, develop and maintain positive and continuing partnerships/working arrangements within the authority, with external partners, the media, other agencies and community interests.
2. To ensure delivery of allocated outcomes and objectives and improve delivery of the Service to the community. To plan, direct and monitor allocated resources. To deputise for the Operational Manager in his/her absence.
3. To lead, develop and improve the skills and motivation of allocated staff. To identify and ensure relevant human resource issues are managed.
4. To develop and ensure effective implementation of the Service's policies and procedures with regard to operational activities. To ensure business non-compliance with relevant legislation is dealt with effectively including identifying and directing appropriate interventions to secure compliance and bring offenders to justice where appropriate.
5. To conduct operational work which is better undertaken with the benefit of their knowledge, experience and skills. This may include
 - Assessing the extent to which a business meets the requirements of the law and/or relevant audit standards
 - Working with businesses to help them comply with relevant legislation in their sector and/or meet the requirements of private standards e.g. International Organisation for Standardisations (ISO)
 - Providing information, guidance and advice to businesses on how to comply with legislation or meet audit requirements in their sectors

- Collecting and analysing business data to build a picture of business compliance
 - Conducting risk assessments and highlighting hazards which may result in non compliance by the business
 - Auditing and monitoring business compliance in relation to the regulations which apply to a specific sector
 - Writing reports
 - Liaising with businesses/regulators to resolve any issues of non-compliance
 - Managing relationships with businesses and providing customer service
 - Dealing with complaints from consumers and other businesses and investigating them
6. To be a Service specialist/lead officer in respect of an area of Trading Standards responsibility ensuring the Service delivers relevant outcomes in this area and that other relevant officers have appropriate learning and development to enable them to deliver such outcomes.
 7. To keep appraised of legislative and technical developments and changing trading practices as they impinge on his/her functions.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. 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.

Person Specification – Trading Standards Officer

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Diploma in Trading Standards or Diploma in Consumer Affairs or Diploma in Consumer Affairs and Trading Standards with at least 6 different exam passes in DCA Part 2 papers or DCATS service delivery modules or a mixture of both or equivalent experience	Holds a relevant management qualification or equivalent through experience.
Experience and Knowledge	<p>Demonstrable record of successful enforcement work, across a range of Trading Standards legislation and enforcement techniques</p> <p>Experience of successfully leading projects/investigations and developing other staff</p> <p>Demonstrable record of successful partnership working</p>	Experience of contributing to, or leading wider areas of service development and improvements
Ability and Skills	<p>Ability to plan, prioritise, monitor and manage own and team's workload</p> <p>Ability to lead, develop, sustain and evaluate team working</p> <p>Ability to work in partnership with other organisations to achieve better outcomes solutions to complex problems</p> <p>Ability to lead an area of Trading Standards responsibility</p>	Ability to think strategically within the Service framework

<p>Ability and Skills <i>(continued)</i></p>	<p>Ability to exercise sound judgement in seeking</p> <p>Ability to communicate effectively</p> <p>Demonstrable record of successfully working with others</p> <p>Energy, resilience and ability to work under pressure</p> <p>Ability to work on own initiative</p> <p>Positive attitude, particularly to change</p> <p>Highly motivated with a customer service perspective</p>	
<p>Equal Opportunities</p>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
<p>Safeguarding</p>	<p>Demonstrate an understanding of the safe working practices that apply to this role.</p>	