

Role Title	Trading Standards Officer
Job Family	Regulatory Services
Competency Level	Principal Officer/Manager
Pay Scale	PO1-PO4
Purpose To develop and deliver specialist investigative support/advice for Regulatory Services in the fields of trading standards, consumer protection, product safety, illicit goods, underage sales, fraud, proceeds of crime, private lettings and energy efficiency, as well as supporting wider workstreams within public protection/regulatory services as appropriate from time to time. To ensure relevant legislation, regulations and policies are complied with. Subject to the grade/scale of the appointee, to ensure quality and value for money at all times and to ensure the service complies with relevant legislation, regulations and policies to consistently high standards and outcomes.	
Generic Accountabilities: PO1	End Results/Outcomes
<i>Please note that officers appointed on PO1 will progress through the career graded scheme up to PO2, based on qualifications and experience gained in dealing with increasingly complex casework.</i>	
To provide fair, efficient, and effective enforcement action and advice in pursuit of the aims and objectives of the Service area. To be responsible for and able to manage an allocated workload.	The ability to understand and interpret legislation, advice, information, within the area of responsibility. To carry out less complex inspections which are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Participation in projects with and outside Regulatory Services in pursuit of the Council's objectives.	Customer needs are identified. Services meet legislative and policy requirements.
Operate and maintain information systems as required. Provide advice as required on matters related to own knowledge and experience.	Information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Statutory and procedural obligations are fulfilled.
Generic Accountabilities: PO2-PO3	End Results/Outcomes
<i>Please note that officers appointed on PO2 will progress through the career graded scheme up to PO3, based on qualifications and experience gained in dealing with increasingly complex casework.</i>	
Provide advice and make recommendations based on up-to-date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.

Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and centre of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.

Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Generic Accountabilities: PO4	
Plan and organise work to ensure the delivery of those aspects of the service for which responsible.	Work is completed on time and to the quality and standards required. Changes to priorities are accommodated. Service is delivered to organisational requirements and reflects customer and stakeholder requirements, within organisational constraints. Professional and legal compliance is assured.
Undertake / support consultation procedures. Identify issues, resolving as appropriate and escalating complex problems if necessary.	Activities are undertaken according to relevant guidelines / regulations / procedures. Customer / stakeholder views are available to inform recommendations. Data and measurements are accurately recorded.
Collate process and analyse complex information. Ensure all required records and information are maintained correctly.	Information / applications are processed according to procedure. Information is managed efficiently and accurately. Data is recorded and stored in compliance with national standards and can be shared, as appropriate, with other agencies.
Prepare and present results / responses / reports / recommendations.	Accurate, complete and relevant information / reports are provided for internal and/or external use. Issues are clearly summarised, progress and implications are reported. The council's position is clearly stated.
Provide authoritative advice, guidance and support to colleagues, customers and stakeholders. Respond to and investigate enquiries / escalated complaints.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate.

	Risk to the Council / customers is minimised.
Contribute to identifying and delivering information / activities to support service delivery / promote the service area.	Requirements are effectively identified. All materials / activities are delivered to the required standards and timescales. Information / activities achieve desired results.
Challenge customers' practice and minimise risk, referring concerns to line manager.	Customer risks are assessed. Relevant health, safety and welfare requirements are met.
Work closely with others to clarify changing requirements. Identify, recommend and support the development and delivery of improvements. Contribute to the development and implementation of policies, procedures and systems.	Improvement opportunities and plans to achieve them are identified and recommended. Agreed improvements are developed, delivered and evaluated. Changes are effectively communicated to others.
Lead projects or improvement programmes, or contribute to the delivery of larger projects.	Practical, effective solutions are developed and delivered in accordance with legislative requirements and good practice guidelines and address any relevant environmental / conservation / technical / design issues. Projects are delivered to agreed specification, timescales and budgets. All project documentation and reports are completed correctly.
Support others in their development, including external organisations / customers where appropriate.	Identify any changes that may impact the service / profession. Contribute to the development of others (e.g. through sharing knowledge and skills, acting as a coach or mentor, or providing feedback).
Develop good working relationships and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally. Model, demonstrate and promote good practice relevant to the role.	Relevant work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Communications are clear, well planned and effective. Best practice is shared and promoted.
Support partnership agreements and partnership working within area of responsibility.	Activities which support partnership working are effectively delivered. Partnership working groups produce valid and timely outputs.

Contribute to service / business plans for area of responsibility and to wider service planning and development activities.	Service / business plans reflect input.
Contribute to budget planning as required.	
Quality check documents, decisions and / or presentations before delivery.	All work meets the required standards
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

PO1 PO2 PO3	Job Specific Accountabilities	To act as an authorised officer for specified legislation and undertake inspections, visits and regulatory activity to ensure compliance with all relevant consumer protection / trading standards legislation. Deal with any follow up work and represent the Council at Court as required. This will require lone working and dealing with clients on contentious issues on site.	To investigate consumer complaints and deliver proactive preventative activity (pre- planned investigations, sampling programmes etc) designed to improve levels of statutory compliance within the borough.	To undertake consistent, proportionate, targeted, accountable and transparent enforcement action, in accordance with best practice, guidance and enforcement policies, to resolve any identified non-compliances. This will include seizing and suspending goods, prohibitions, closures, preparing and serving statutory and fixed penalty notices, simple cautions, prosecutions, other legal documents in line with the scheme of delegation.	To participate in the promotion of trading standards/community safety initiatives and awareness, and consumer and business education activities. Assist with training and development of staff and trainees.	To play a key role in the delivery of the 'responsible authority' functions (Trading Standards) in line with the provisions outlined within the Licensing Act 2003 and associated regulatory guidance. To produce licence review documents/ representations, give evidence at Licensing Sub-Committee and Magistrates Courts to promote licensing objectives in line with the Waltham Forest Statement of Licensing Policy.	To work with partner organisations to coordinate regulatory activity which achieves the relevant service performance targets and contributes towards the achievement of broader community safeguarding objectives/ outcomes.	Maintain comprehensive records on all aspects of work, including inspection records and follow up action. Contribute to relevant workplace initiatives and other service plan projects.	Possess excellent written and verbal communication skills. Communicate effectively with a wide range of customers and partners and to write and present complex correspondence and reports.	Ensure that commerciality is integrated into the day-to-day role as a front-line field officer. Use all opportunities to identify potential sources of income for specific service and wider Council services to fully exploit commercial opportunities and maximise generated income. Work outside normal office hours where the demands of the service require and/or as part of a pre-planned enforcement exercise.
	End Results / Outcomes	Work is carried out in compliance with the requirements of the relevant officer authorisations/service policies/procedures. Self-manage a workload of inspections/ assessments and ensure they are carried out to a professional standard. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.	The service is delivered to the quality, organisational and professional standards required. Where appropriate, customer / stakeholder is informed of case progress at regular intervals. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.	Cases are progressed in a timely manner and in compliance with the requirements of relevant codes of practice, relevant officer authorisations/ service policies/ procedures with necessary reports, complex notices and witness statements prepared. Attends Court/Tribunal acting as expert witness for legal notices, warrants etc, initiate legal proceedings in line with policies and procedures, as appropriate	To include the preparation of documentation/ information relevant to the activities. Knowledge is maintained and updated. Training is undertaken as required. Opportunities to provide training and development are embraced.	Applications are considered with a view to promoting the Licensing Act 2003 licensing objectives. Representations are submitted as required. Enforcement activities are undertaken to enhance promotion of Licensing Act 2003 licensing objectives.	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with relevant activity. Positive feedback is received from stakeholders Best practice is shared.	Case management systems are updated with inspections reports and outcomes. Work is carried out to a high standard and in accordance with business needs, policies and procedures. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.	Comprehensive advice is given. Reports, letters, witness statements and other documents are produced to a high standard. Represents the Council at meetings, Committees, Courts/ Tribunals, working groups etc as appropriate.	Commercial opportunities are promoted and income generation is maximised. Commerciality is fully embraced and is integral to all working practices. Inspections are conducted in a timely manner and where necessary with support.
PO4	Job Specific Accountabilities	Accountabilities as per scale PO1, PO2, PO3 plus the following additional accountabilities and outcomes:	To lead on matters associated with trading standards/consumer protection investigations in complex cases, including liaison with all relevant service areas/partners etc to achieve successful outcomes.	To participate in effective liaison with the Public Protection/ Regulatory Services Management Team to present conclusions, findings and recommendations on complex legal investigations within the regulatory service which contributes to the developments of the council's policies and procedures.	To be fully competent and have experience in full range of trading standards enforcement activities					
	End Results / Outcomes		Cases are progressed in a timely manner and in compliance with the requirements of the relevant legislation, guidance, officer authorisations, service policies, procedures. To provide expert advice and guidance to colleagues, partners, members of the public.	Information, advice and support are accurate, timely and constructive. Problems are identified. Issues are managed through to a satisfactory conclusion or escalated if appropriate. Risk to the Council / customers is minimised.	To provide expert advice and guidance to management in a designated area of Public Protection/Regulatory Services. Act as the lead officer for trading standards investigations relating to a broad remit of casework (e.g. weights & measures, UAS, product safety, rogue traders, licensing, civil penalty notices etc).					

Nature of Contacts
PO1 To liaise with and work in partnership with internal and external customers and/or members of the public. The ability to recognise when to escalate complex cases to senior officers. PO2-PO3 Represent the service to give specialist advice and provide support to internal and external customers and/or members of public. Respond to escalated and complex enquiries. Elicit and explain a range of information. May have to appear in court/inquiries/committees etc to present evidence and advice. Contact with solicitors / court officials when presenting evidence as appropriate. PO4 Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding financial investigation related matters. Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically. Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and coordinate actions. Deal with people at all levels confidently, sensitively and diplomatically. Reports to the Team Manager Trading Standards.
Procedural Context
Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation. Plans own time and co-ordinates the work of others. Plan, organise and deliver interventions and actions. Responsible for professional advice, assessments or referrals. Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required. Thinking creatively to ensure high performance in the service. Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Accountable for proper use and security of information, resources, equipment and/or facilities within area of responsibility. Use initiative to deal with complex issues and respond appropriately in an unpredictable work

environment. May involve isolated working outside core hours.

Occasionally the post will be expected to work from other locations.

Resourcing

Budget Responsibilities:

No direct budget management responsibility, however will make appropriate professional decisions on behalf of Assistant Director Public Protection & Contingency Planning within relevant professional scope and discipline of the post that may significantly impact on Council's budgets (e.g. providing appropriate professional/technical opinion or carrying out emergency or prohibition procedures).

Responsibility to contribute to revenue generation and income to the service through the provision of chargeable workstreams or enforcement activities such as petroleum, explosives, other licensing, issuing civil penalties etc.

Supervisory Responsibilities:

No direct line management responsibilities, however will support trainees, contractors, other officers etc as appropriate.

Knowledge, Skills, and Experience

Knowledge

- Comprehensive knowledge and understanding of Trading Standards, specifically the functions:
 - Weights & Measures
 - Food Standards
 - Consumer Protection
 - Product Safety
 - Under Age Sales
 - Petroleum/Explosives Licensing
 - LA 2003
 - Illicit Products
 - Private Lettings and Energy Efficiency
- Comprehensive knowledge to criminal and civil law as it relates to trading standards and consumer protection investigation work.
- Comprehensive knowledge of the requirements including but not limited to the following:
 - Consumer Rights Act
 - Energy Performance of Buildings (England & Wales) Regulations
 - Food Safety Act
 - Food Hygiene (England) Regulations
 - Food Law and Feed Law Code of Practice (FLCoP)
 - Fraud Act
 - Proceeds of Crime Act
 - Tenant Fees Act
 - Police and Criminal Evidence Act
 - Criminal Procedure & Investigations Act
 - Human Rights Act
 - Regulation of Investigatory Powers Act
 - Data Protection/GDPR Regulations etc

Skills, Ability and Experience

- Relevant experience of the investigation of trading standards and consumer protection including the undertaking of sanctions.
- Experience of producing written reports on trading standards legal cases and investigations.
- Ability to attend and present evidence either at courts, tribunals, committees etc.
- Ability to work with minimal supervision and to source support from external sources to effectively manage own workload and conflicting priorities, to meet strict deadlines and timescales.
- Ability to maintain consistent quality of work and to work to quality standards.
- Ability to communicate well, both orally and in writing, with all levels of organisations.
- Ability to deal effectively with confrontational situations.
- Ability both to work effectively as part of a team and to work effectively alone.
- Experience of providing comprehensive advice, to a variety of types of premises.
- Experience of advising business, consumers and other service users of the criminal and civil law relating to trading standards.
- Experience of preparing reports and statements to meet legal and court procedures and including taking the lead role in complex investigative work.
- Experience of working as an enforcement officer in a trading standards department and as part of multi-agency enforcement to achieve compliance across a range of service areas e.g. tasking/ action days.
- Experience of leading on complex cases i.e. rogue traders, counterfeit goods, tenant fees, illicit goods etc.
- Ability to report on areas of dissatisfaction with service provision and working arrangements
- Ability to lead team/project work and willingness to inform advice and support colleagues in tasks to meet organisational objectives, providing leadership and direction to individuals and to the team.
- Willingness to create and enhance productive working relationships with immediate line manager and colleagues by providing information, seeking information and advice, making proposals for action, seeking ways of improving relationships, and performing in a helpful and willing manner.
- Ability to lead meetings and group discussions, assist in problem solving and decision making, advising and informing others appropriately.
- Experience of originating, leading and implementing projects to conclusion and reporting the results.
- Experience of providing technical advice and support
- Ability to support the maintenance of good conduct in the team.
- Detailed knowledge, skills, experience and understanding of major trading standards and consumer protection legislation administered by officers at various levels set out for officers graded PO1, PO2, PO3 and PO4.

Indicative Qualifications

- See Career Grade Scheme below.
- Evidence of Continuous Professional Development.

Career Grade	Qualification Requirement
PO1	- Applicants must hold a professional Trading Standards Qualification such as: - Trading Standards Practitioner Certificate/Diploma (TSPC/D), or - Diploma in Consumer Affairs & Trading Standards (DCATS), or - Diploma in Trading Standards (DTS)/Diploma in Consumer Affairs (DCA), or - Degree in Consumer Protection (i.e. BSc). - or passed the Regulatory Compliance Officer Apprenticeship or the Level 6 Apprenticeship
PO2	As per Career Grade PO1 plus the following requirements: Applicants must have relevant competencies and some core experience post qualification with demonstrable current experience of all core areas of trading standards enforcement work.
PO3	As per Career Grade PO2 <u>plus both</u> of the following additional requirements: - Applicants must demonstrate additional specialist qualifications/competencies to post qualification level relevant to the post, e.g. metrology (W&M), petroleum & explosives, animal health & welfare, food standards, fair trading, underage sales, POCA, tenant fees and lettings, energy performance certificates. - Applicants must have relevant competencies and moderate experience post qualification with demonstrable current experience of all core areas of trading standards enforcement work.
PO4	As per Career Grade PO2 and PO3 <u>plus both</u> of the following additional requirements: - Applicants must demonstrate additional specialist qualifications/competencies to post qualification level relevant to the post, e.g. metrology (W&M), petroleum & explosives, animal health & welfare, food standards, fair trading, underage sales, POCA, tenant fees and lettings, energy performance certificates. - Applicants must have relevant competencies and substantial experience post qualification with demonstrable current experience of all core areas of trading standards enforcement work.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

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