

JOB DESCRIPTION & PERSON SPECIFICATION

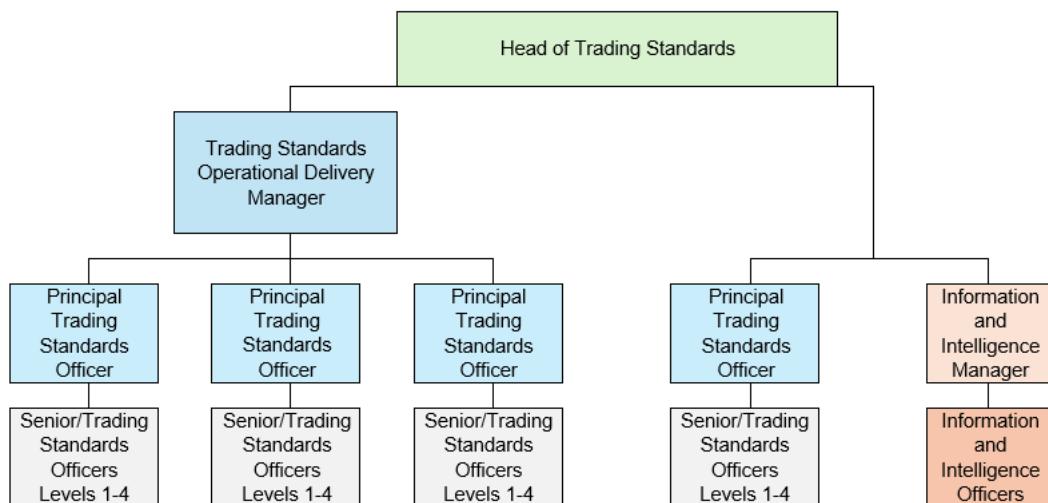
Director Area: Adult Care and Community Wellbeing	Job Ref Number: 04186
Service Area: Trading Standards	Grade: G5
Job Title: Trading Standards Officer (level 1)	

PURPOSE OF JOB:

Under the supervision of the Principal Trading Standards Officer and with the guidance and support of Senior Trading Standards Officers:

- To deal appropriately with complaints, enquiries and other service requests allocated to the postholder for response.
- To provide advice and expertise on legislative requirements to local businesses.
- To undertake monitoring and research as determined by the Service managers and Team Leaders in order to identify and reduce non-compliance or illegal activity.
- To undertake Criminal or Civil investigations into illegal or unfair business practices .
- To take part in initiatives taken periodically to deal with specific issues of service relevance.

TEAM STRUCTURE:



MAIN DUTIES:

- 1 With appropriate supervision undertake duties in connection with the enforcement of the law for as directed by senior staff.
- 2 With appropriate supervision, carry out inspections and simple investigations in accordance with policies and procedures.

3	With appropriate supervision the postholder will respond appropriately to service requests, complaints or reports for the purpose of identifying unfair or illegal trade activity and determining if they require further investigation, advice or response by the Service.
4	With appropriate supervision advise consumers and businesses on the requirements of the law.
5	To ensure that the Postholder follows all appropriate Corporate policies and procedures, Service Policies and Procedures and Statutory Codes of Practice in respect of all work undertaken and that the required records are properly maintained.
6	To ensure that all equipment used is properly handled and maintained in a correct manner.
7	To ensure that any commercially sensitive information disclosed to either the postholder remains confidential.
8	To undertake training and development as required, including the achievement of qualifications as specified in the Service's career progression scheme.
9	With appropriate supervision and when necessary, to secure evidence and compile reports in accordance with legislative requirements for use in formal action against businesses or individuals. This could result in acting as Disclosure Officer if investigation proceeds to prosecution.
10	To take part in projects and initiatives undertaken by the Service to respond to specific community needs.
11	As an employee, create a positive image of the Council, deliver excellent customer service and support the Council to achieve the best in all it delivers.

PERSON SPECIFICATION:

The Postholder:

Requirements	Where identified*	Essential	Desirable
To have experience working in a regulatory environment, or experience of interaction with regulatory services.	A/I		D
Is expected to undertake and successfully complete a course of study leading to Stage 1 of the recognised professional qualification, The Trading Standards Practitioner Certificate or equivalent as described in the Trading Standards career progression scheme	A/I	E	
A basic awareness of the legislation enforced by the Trading Standards Service to achieve its objectives.	A/I		D
Have some awareness of the English legal system and Government departments.	A/I		D

Have an awareness of the more common trading malpractices they may encounter as a Trading Standards Officer.	A/I		D
Can demonstrate good interpersonal skills and provide examples where they have displayed tact and sensitivity.	A/I	E	
Has some awareness of the legal requirements pertaining to evidence gathering and investigation processes. Is aware of the concept of data protection.	A/I	E	
Have an awareness of or acquire an awareness of the technology of products and services.	A/I		D
Be able to demonstrate organisational skills and the ability to manage their time, to prioritise workload and respond flexibly & positively to conflicting demands & regular change.	A/I		D
Possess or develop basic IT knowledge and skills.	A	E	
Have or develop an understanding of their personal responsibilities regarding Health and Safety	A	E	
Hold a driving license and access to vehicle for work	T	E	
Pass the appropriate level of Police Vetting	T	E	

*A = Application form T = Test/Assessment I = Interview P = Presentation

GENERAL

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the [Lincolnshire County Council Core Values and Behaviours](#) and to carry out the duties in accordance with Lincolnshire County Council policies.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.