

JOB DESCRIPTION

DIRECTORATE: Fire, Rescue and Public Protection	A.D. Service Area: Public Protection
Head of Service Area: Safer Communities	Is this description a generic JD? No
GRADE: 5	JEM Reference No: 10138 Enhanced DBS Required? Yes No

JOB TITLE: Trading Standards Officer (level 1)

REPORTS TO : Team Leader

1. PURPOSE OF JOB:

Under the supervision of Team Leader and with the guidance and support of Senior Trading Standards Officers:

- To deal appropriately with complaints, enquiries other service requests allocated to the postholder for response
- 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 investigations into illegal or unfair business practices
- To take part in initiatives taken periodically to deal with specific issues of service relevance

2. MAIN RESPONSIBILITIES, TASKS & DUTIES

i.	To undertake duties in connection with the enforcement of the law for as directed by senior staff
ii.	To carry out inspections and investigations in accordance with policies and procedures.
iii.	To deal with infringements of the law in accordance with the Service's policies and procedures
iv.	To advise consumers and businesses on the requirements of the law regarding their rights or obligations.
v.	To ensure that County Council and Service policies and procedures are followed in respect of all work undertaken and records are properly maintained
vi.	To ensure that all equipment used is handled and maintained in a correct manner.
vii.	To ensure that any commercially sensitive information disclosed to either the postholder or to staff under his/her control at the time of disclosure remains confidential.
viii.	To undertake training and development as required, including the achievement of qualifications as specified in the Service's career progression scheme.
ix.	Work as part of the Safer Together collaborative partnership with Lincolnshire Police

3 SUPERVISION OF PEOPLE

	The postholder has no supervisory responsibility
4	<p>CREATIVITY AND INNOVATION</p> <p>The core role of the postholder is that of securing compliance with Trading Standards legal requirements. The techniques involved can range from advising a business through to an investigation involving evidence gathering to facilitate prosecution.</p> <p>The postholder, after seeking advice from supervisory staff, must decide whether or not circumstances reveal a breach of the law and then how to deal with any breach appropriately. They will therefore have to exercise creativity and innovation in these circumstances to ensure an appropriate course of action is followed.</p>
5	<p>CONTACTS AND RELATIONSHIPS</p> <p>The postholder will be involved in both internal and external contacts. The internal contacts will be within teams of Trading Standards staff made up of senior staff and staff at the same level. Often the team will be working together in potentially hostile situations and must therefore relate well together to ensure each one understands and executes their task(s). The postholder will also have contacts with County Council staff in other service areas, for example the Education Service, Legal Services, Crime and Disorder and Fire and Rescue.</p> <p>The postholder will have frequent contact with officers from other enforcement agencies, for example the police, State Veterinary Service and Environmental Health. It will be necessary for the postholder to develop good relationships with these officers as often they will be seeking to work in partnership with them/the agency.</p> <p>The postholder will have frequent contact with the public, businesses at all levels, expert witnesses, solicitors and barristers and test houses. These contacts will, in the main, be witnesses who must be dealt with in a particular manner so as not to cause distress.</p> <p>The postholder may be required to deal with situations where the content and outcome are not straightforward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Some authority in the provision of services will be required</p>
6	<p>DECISIONS</p> <p>a) Discretion</p> <p>The major decisions and recommendations made by the postholder will relate to the process of securing compliance with the law. As an enforcement officer appointed to act on behalf of the County Council the postholder has a range of enforcement powers available to them. These range from the power to enter business premises, if need be by force, to the power to order a recall of goods which are unsafe. In these cases there is a wide range of choices as to the appropriate action to take, where advice is not normally available. Policies, procedures and legal guidelines provide a general framework for these decisions</p>

	<p>b) Consequences</p> <p>The consequences of an incorrect decision to either pursue an investigation or, for example, do nothing, could have serious effects upon the viability of the business involved. These could be financial or, in the case of a small business, could have an emotional impact on the trader involved.</p> <p>The consequences of such a decision would also have serious implications for the authority in terms of credibility and financial loss, for example if an unsafe product was allowed to remain on the market. Consequences may also include a detrimental effect on the Community as a whole if unsafe products or mis-labelled food is left to remain on sale</p>
7	<p>RESOURCES</p> <p>The postholder has responsibility for sophisticated testing and sampling equipment when this is under their control, up to a maximum value of £5,000. The postholder will have responsibility for funds held for test purchasing or sampling.</p> <p>They will also have responsibility for the security of any evidence seized from potential defendants and for the proper handling and safe keeping of samples</p>
8	<p>WORK ENVIRONMENT</p>
	<p>a) Work Demands</p> <p>The postholder is expected to work outside normal working hours as and when necessary. This can involve being called out from home to deal with an urgent matter.</p> <p>All investigative work undertaken by the postholder will be subject to deadlines imposed by legislation.</p> <p>There will, on frequent occasions, be sudden changes in priority, for example when a member of the public makes a complaint about a business that requires immediate attention. The postholder will be expected to react rapidly to an emergency situation, for example an outbreak of disease in livestock.</p>
	<p>b) Physical Demands</p> <p>In general work requires normal physical effort. However, on occasions, periods of substantial effort are required, for example when moving heavy bags of animal feed or large amounts of seized evidence</p>

	<p>c) Working Conditions</p> <p>Work will involve significant elements of outside work, including some exposure to disagreeable weather conditions.</p> <p>In addition the postholder is expected to work in slaughterhouses and premises where animal by-products (slaughterhouse waste, fallen livestock etc) are dealt with.</p> <p>The postholder will, on occasions, be in close proximity to livestock and subject to the possibility of being crushed or injured</p>
	<p>d) Work Context</p> <p>On occasions, for example when seizing unsafe goods from traders, there is a potential risk to personal safety to the extent that precautions against knife attack are taken.</p> <p>There is also a risk to health from contact with some of the materials, e.g. animal by products that may come into the work environment.</p> <p>Should there be an outbreak of disease in livestock the postholder will be expected to work in a team dealing with issues which may arise, for example disposing of dead animals. There is a small risk that the postholder could contract a disease from animals, for example rabies or anthrax</p>
9	<p>KNOWLEDGE AND SKILLS</p> <p>The postholder</p> <ul style="list-style-type: none"> • Is expected to undertake and complete a course of study leading to a recognised professional qualification relevant to their role. • Must work towards developing a comprehensive knowledge of the legislation relevant to their role and in accordance with Service requirements. • Be aware of the legal requirements pertaining to evidence gathering and investigation processes. • Must develop and use the skills necessary to inspect premises and products, to take samples and to undertake investigations. • Have or acquire a basic understanding of the technology of products and services. • Be aware of food hygiene issues when handling food or working on food premises. • Needs good interpersonal skills and to display tact and sensitivity when dealing with the public or with potential defendants. • Possess basic IT knowledge and skills. • Pass the appropriate level of Police vetting. <p>Depending on the roles in which the officer is deployed or trained, he or she must:</p> <ul style="list-style-type: none"> • Have a basic understanding of the symptoms displayed by farm animals when they are diseased or are being mistreated. • Be aware of the most common malpractices dealt with by Trading Standards law and how to recognise these, e.g. counterfeit products, unfair or misleading practices, the supply of unsafe products etc.

10 GENERAL			
Job Evaluation - This job description has been compiled to allow the job to be evaluated using the GLEA Job Evaluation scheme as adopted by the County Council.			
Other Duties - The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time 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 postholder.			
Equal Opportunities - The postholder is required to carry out the duties in accordance with Council Equal Opportunities policies.			
Health and Safety - The postholder is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.			
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.			
	Name:	Signature:	Date:
Job Description written by: [Manager]
Job Description agreed by: [Postholder]
Note: Qualifications and Experience headings are included in the Person Specification, see 'Using Competencies in Recruitment & Selection' in the Employment Manual on George.			
Guidance on the completion of this JD can also be found on George or available from your Directorate HR Adviser.			