

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Adult Care and Community Wellbeing

Job Ref Number: 04183

Service Area: Trading Standards

Grade: G9

Job Title: Senior Trading Standards Officer (Level 4)

PURPOSE OF JOB:

The Trading Standards Service covers a wide range of regulatory provisions driven by national legislation and strategy with a variety of statutory duties to fulfil in relation to consumer protection. As one of the principal enforcers of commercial criminal law in Lincolnshire, the service regulates areas including product safety (including tobacco and nicotine products), food and feed standards and feed hygiene, weights and measures, animal health and welfare, and protection of consumer's rights as well as prevention from fraudulent practices. Whilst the Service is based in Lincolnshire it may be involved in the investigation of offences outside the County where those offences affect the people of Lincolnshire.

The service seeks to align with the Council's corporate business plan to ensure a high level of protection across these service areas, as well as promoting a level and equitable playing field amongst Lincolnshire businesses, providing support, and undertaking appropriate enforcement activity when necessary.

The work of the Service is broadly the enforcement of criminal law. This is achieved through a variety of means - primarily by providing advice and information, warnings, cautions, and as a last resort instigation of proceedings through the criminal courts. As such the Service is subject to the same principles, rules, and scrutiny as other organisations involved in criminal law enforcement and evidence collation e.g. the Police.

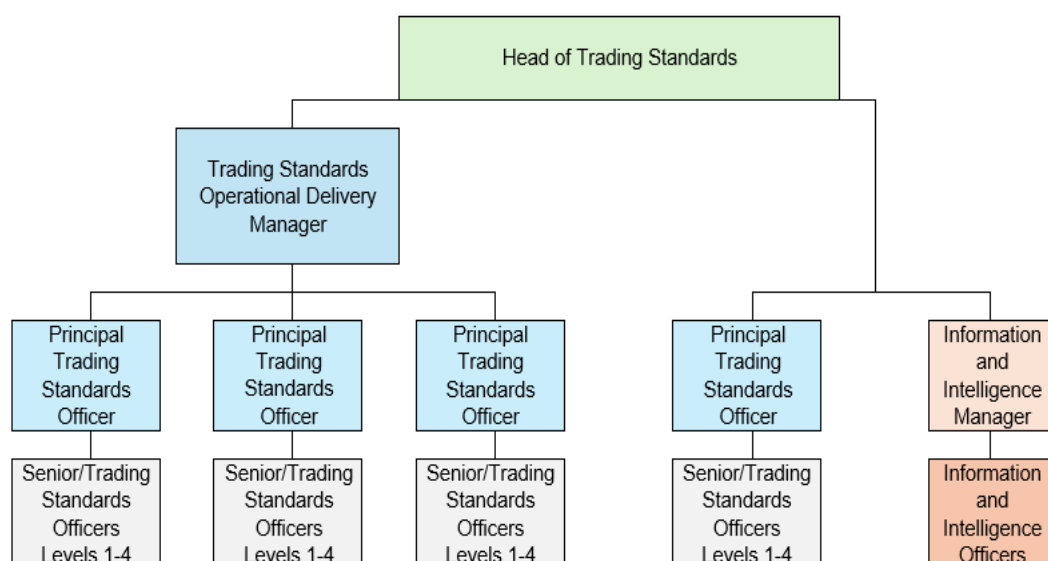
Trading Standards is complex and often unpredictable, requiring constant re-prioritisation in response to organisation and statutory change, as well as ongoing risk assessment against market and environmental factors, and the consumer landscape. Work is required to be planned, evaluated and allocated against prescribed timescales and performance reporting. However, it may be necessary to adopt reactive measures as a response to unforeseeable circumstances.

The postholder will:

- Effectively and efficiently implement the service's plans and strategies as directed by Principal Trading Standards Officers and Senior Management.
- Act as a specialist lead officer in one or more key areas, providing comprehensive advice, expertise, and guidance on legislative requirements and best practices. This includes supporting colleagues, customers, and stakeholders to ensure compliance and the effective delivery of service objectives.
- To effectively manage and respond to complaints, enquiries, and service requests assigned to the postholder, ensuring appropriate action is taken in accordance with relevant policies, procedures, and legislative requirements.

- To conduct monitoring and research as directed by Service Managers and the Principal Trading Standards Officers, identifying patterns of non-compliance or illegal activity and implementing strategies to mitigate risks and enhance regulatory compliance.
- To undertake complex Criminal or Civil investigations into illegal or unfair business practices.
- To interview suspects under caution where criminal offences are suspected including the use of specialist equipment for audio recording.
- To gather, record and retain criminal evidence relating to offences, maintaining the continuity, integrity and confidentiality of evidence in criminal investigations.
- The preparation of prosecution reports setting out the councils case making recommendations and providing suggested charges to Service Managers.
- Acting as the Disclosure Officer, collating, reviewing and assessing all material obtained or generated during the investigation. The postholder will schedule this material and reveal relevant material to the prosecutor. Relevant material is that that undermines the case for the prosecution or assists the case for the accused.
- Appearance as a witness at Magistrates and Crown Court as Officer in Charge of Trading Standards Prosecutions.
- To take part in initiatives addressing specific service-related issues, including leading projects where required, to enhance compliance, enforcement, and consumer protection.
- To supervise other officers of the Service as allocated for the purpose of service delivery, mentoring or training.
- To assist in the production and delivery of information required by consumers and businesses, providing support and guidance to ensure businesses comply with regulations while helping consumers make informed decisions.
- Take samples for examination or testing, as part of planned surveys and on a targeted basis in support of investigations, adhering to processes set out in relevant legislation and guidance and to established policies and procedures.

TEAM STRUCTURE:



MAIN DUTIES:	
1.	To lead and supervise when directing the work of other officers for the purpose of service delivery and support them in the carrying out of their duties or training.
2.	To liaise effectively with other staff of the Service and in partner organisations for the purpose of service delivery. Including the management of highly complex multi-faceted pieces of work often involving more than one organisation at any time.
3.	To respond appropriately to service requests, complaints or reports for the purpose of identifying unfair or illegal trade activity and to determine if they require further investigation, advice or response by the Service in accordance with service policies, legislative requirements and codes of practice The postholder will routinely encounter contentious and complex situations requiring a high level of expertise to effectively assess and manage. A strong understanding of relevant legislation is essential to ensure informed decision-making while exercising discretion. Respond flexibly and professionally to any other requests and tasks required at specific times or because of the changing needs of the organisation. The role carries significant responsibility, as the decisions made can have substantial impacts on the Council, businesses, and local communities.
4.	To act as Lead Officer in an area of law as directed. To develop information to provide appropriate guidance and information to consumers and businesses in accordance with the policies and standards of Service.
5.	To ensure that the Postholder and any staff under their supervision follow 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. It is essential that records of work are made in a timely fashion and are sufficient to satisfy legislative requirements in respect of criminal investigations.
6.	To ensure that all specialist equipment used by the postholder or by staff under their supervision is fit for purpose and used and maintained in an appropriate manner.
7.	The postholder must ensure that any commercially sensitive information disclosed to either the postholder or to any staff under their control at the time of disclosure remains confidential.
8.	To develop and maintain an in-depth knowledge and high level of expertise to assist and support managers and colleagues as and when required to do so by the Service's managers. Including statutory required competencies for Food, Feed and Metrology.
9.	Where necessary, take steps to, or direct officers under their supervision to secure evidence in accordance with legislative requirements and best practice for use in formal action against businesses or individuals. This could result in acting as Disclosure Officer if an investigation proceeds to prosecution.
10.	To plan, manage, and deliver projects which will achieve the objectives of the Trading Standards Service ensuring effective implementation, compliance, and positive outcomes for businesses and consumers.
11.	The postholder and officers under their supervision create a positive image of the Council and undertake all necessary training to enable effective delivery of the requirement for this post.
12.	Deliver excellent customer service supporting the Council to achieve the best in all it delivers. Act as a role model to others, helping them to manage uncertainty and to respond positively and creatively to changing expectations.

13.	To lead and supervise the work of other officers in training as directed, ensuring effective service delivery, providing support in the execution of their duties, and helping them develop the necessary competencies to achieve their professional qualifications.
14.	To represent Lincolnshire County Council on regional and/or national groups/panels with a specialist remit relating to their expertise.
15.	To provide legal advice and assistance to business members of the Primary Authority scheme. Such assistance may involve opinion and/or interpretation of legal requirements. The Postholder will have responsibility for such advice and assistance as may be required by those under their supervision . I.e. requiring the Postholder to sign off the assured advice.
16.	To research, prepare and present lectures, presentations and training to relevant organisations and businesses for the purpose of achieving the Service's objectives.
17.	To take part in special projects and initiatives undertaken by the Service to respond to any emerging issues.

PERSON SPECIFICATION:

Requirements	Where identified*	Essential	Desirable
The Postholder will hold the requisite type and level of Trading Standards professional qualification and have achieved the minimum number of years' post qualification experience as set out in the service career progression plan to ensure that they are legally able to undertake the roles they are assigned and have a comprehensive knowledge of the legislation which is used by the service to achieve its objectives.	A/I/P	E	
To have maintained their Continuous Professional Development to ensure that where applicable they are legally able to undertake the roles to which they are assigned.	A/I/P	E	
An in-depth knowledge of more than two areas of legislation and evidence of competency sufficient to ensure that the postholder has the expertise needed to deliver high quality services to the authority, the service and its customers.	A/I/P	E	
Working Knowledge of the English legal system and of the central government departments responsible for specific legislation. An in-depth awareness of other regulatory agencies and	A/I/P	E	

<p>organisations that work in partnership with the Trading Standards Service or to which it may be necessary to signpost service users.</p> <p>Ability to interact with Senior personnel from internal and external partner organisations to develop and deliver multi-agency plan and contribute to the service and council objectives.</p>			
<p>Have detailed knowledge of the most common areas of trading malpractice across a broad range of legislative areas. A detailed knowledge of enforcement powers and options available to the postholder to secure compliance.</p> <p>Ability to develop and implement a range of creative solutions and interventions appropriate for the business in complex cases.</p> <p>Understands the impact of decisions, recommendations and advice on businesses.</p>	A/I	E	
<p>Shows high interpersonal and communicational skills when dealing with the public or with businesses.</p> <p>Ability to communicate effectively with customers, councillors, senior officers external auditors and partners including funding bodies and government departments and agencies, so as to secure their confidence and respect.</p>	A/I	E	
<p>Negotiating skills, setting requirements for compliance and deadlines with businesses.</p>	A/I	E	
<p>An in-depth knowledge and understanding of the extensive legal requirements pertaining to the conduct of complex investigations in their legislative areas which may lead to formal actions against individuals or businesses, including relevant Codes of Practice and have awareness of the Human Rights Act and their responsibilities Experience in formal investigation of a broad range of</p>	A/I	E	

<p>offences including understanding evidence gathering and the continuity of evidence, witness statement production, interviewing under caution and report compilation and their duties and obligations as Disclosure Officer.</p> <p>The ability to handle confidential data in accordance with data protection legislation and law enforcement directive.</p> <p>Significant experience of the use of law enforcement techniques.</p>			
Have an in-depth knowledge of the technology of products and services, particularly those which are the subject of specific legislative control	A/I	E	
Experience of working in partnerships involving the development and maintenance of effective relationships with key partners.	A/I	E	
Strong problem solving, analytical and decision-making skills with the ability to make informed decisions and or recommendations based upon available intelligence/evidence.	A/I	E	
<p>Works effectively under their own initiative or as part of a team of officers to meet service demands.</p> <p>Proven ability to work under pressure against tight deadlines in achieving success against set targets.</p>	A/I	E	
To display organisational skills and manage their time effectively to prioritise workload and respond flexibly & positively to manage conflicting demands & regular change.	A/I	E	
Possess IT knowledge and skills adequate to perform the role allocated to the postholder.	A/I/P	E	
Hold a driving licence and access to vehicle for work.	A	E	
Understands their personal responsibilities and their responsibilities for other officers they are supervising with regard to Health and Safety.	A	E	

Understands risks and approaches to managing them effectively. Develop an awareness of Business Continuity.			
Flexible approach to work by responding to the needs and demands of the service, including at times, requirements to work beyond normal working hours.	A/I	E	
Pass the appropriate level of Police Vetting	A	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.

Job Details:	
Job Title	Senior Trading Standards Officer (Level 4)
Identifier	04183
Director Area	Adult Care and Community Wellbeing
Service Area	Trading Standards
Score	546
Grade	Grade 9

Factor Levels:	
Supervision/Management Of People	2.1
Dispersal Awarded	No
Creativity & Innovation	4
Contacts & Relationships	5
Decisions - Discretion	3
Decisions - Consequences	3
Resources	2
Work Demands	3
Physical Demands	3
Working Conditions	2
Work Context	3
Knowledge & Skill	5