



## Job Description

<b>Directorate</b>	Environment and Transport
<b>Service</b>	Public Protection & Prevention

<b>Post details</b>	
<b>Job title</b>	Trading Standards Enforcement Officer (TSEO) / Trading Standards Officer (TSO)
<b>Grade</b>	TSEO – Grade 6-8 / TSO – Grade 9 (DTS or equivalent required)
<b>Location of work</b>	1 Time Square
<b>Directly responsible to</b>	Principal Officer Investigations and Standards
<b>Directly responsible for</b>	N/A
<b>Hours of duty</b>	37 hours
<b>JE Reference</b>	
<b>Primary purpose and scope of the job</b>	
<p>To effectively investigate complaints; to proactively ensure high levels of compliance and to respond to enforcement requests for assistance from other law enforcement services or regulators. To provide comprehensive assistance and advice to the business community in order to maintain and promote compliance. To take appropriate enforcement action in line with the Council's enforcement policy up to and including court where non compliances are found.</p> <p>Officers will contribute to the work of the wider Investigations and Enforcement Team (Trading Standards, Animal Health and Licensing, Planning Enforcement, Environmental Crime as well as Licensing Enforcement). They will be intelligence-led and will be creative in their application of legislation across the Team's wider area of responsibility to tackle and resolve issues holistically.</p> <p><b>Career Grade.</b></p> <p>For Officers recruited to the Grade 6 role, they will receive training, shadow colleagues and be supervised when undertaking duties so as to develop the appropriate competencies to enable them to progress through the career grade to Grade 7, see criteria below</p>	

Below are two job descriptions, a Grade 7 and a Grade 9.

At Grade 7 role will similarly receive training and be supervised, with the objective of developing appropriate competencies and independence to deal with more intensive and complex enforcement investigations requiring a broader range of skills and experience allowing progress to Grade 8.

For Officers aiming to qualify as a Trading Standards Officer the Service will support the required training and support. The Grade 9 role requires the Officer to have the statutory qualification alongside the relevant competencies alongside the career progression requirements as below.

### **Career Progression**

Appointment /progression at each stage will be dependent upon:

- Management assessment of the officer's ability to satisfactorily perform the full range of duties applicable to that level.
- The relevance of an officer's experience will be determined by the Investigations & Enforcement Manager with assistance from appropriate officers.
- The needs of the Service.
- In addition to the above, progression onto Grade 9 requires the statutory qualification of the Diploma in Trading Standards (DTS) or equivalent.

Grade	Progression Criteria
6	The officer will assist colleagues and undertake some independent work. Supervision and guidance will be provided by colleagues. The post holder will possess the relevant skills and knowledge as required by the Competence Matrix.
7	<p>The officer will have acquired considerable experience of investigating and dealing with a caseload of enforcement enquiries of varying complexity, including some complex cases.</p> <p>The officer will have continued to demonstrate consistent satisfactory performance in line with the skills and knowledge requirements of the Competence Matrix.</p>
8	<p>The officer will have acquired substantial enforcement experience, and substantial and wide ranging appeal / court experience. Limited supervision of the officer would be required with involvement in mostly complex cases. Desirably there would be experience of mentoring and supervising staff.</p> <p>The officer will continue to demonstrate consistent satisfactory performance in line with the skills and knowledge requirements of the Competence Matrix.</p>
<b>Bar to progression</b>	<b>Additional requirement of the Trading Standards qualification of the Diploma in Trading Standards (DTS) or equivalent.</b>
9	<p>The officer will be analytical and hold creative skills enabling them to interrogate and interpret more complex information, develop solutions or plans and ultimately solve more difficult problems over the longer term.</p> <p>They will have acquired a more advanced depth and breadth of knowledge with substantial enforcement experience, and extensive and wide ranging appeal / court experience. Working independently dealing with unanticipated problems and situations with limited access to supervisor / manager for advice and guidance on the most serious cases and issues. They will be self-aware and recognise the need for emotional resilience to deal with the demands of the role, receiving guidance and support as needed.</p> <p>It would be advantageous if there was some experience of mentoring and supervising staff.</p> <p>The officer will continue to demonstrate consistent satisfactory performance in line with the skills and knowledge requirements of the Competence Matrix.</p>

### Working Relationships

To liaise with colleagues in Regulatory Services, Elected Members and with other officers in the Council. Also, to work with relevant partners – statutory, voluntary and commercial and the local community on Trading Standards related matters. Close liaison and co-ordination with officers in other Local Authorities is necessary, as is participation in regional partnerships and working groups.

### **KEY TASKS AND ACCOUNTABILITIES (Grade 7)**

1. To provide comprehensive assistance and advice to traders / businesses under relevant legislation to support businesses into compliance.
2. To carry out routine assessments to ensure full compliance. Where necessary take enforcement action in line with the Council's Enforcement Policy to ensure compliance is achieved and where appropriate take immediate enforcement action to maintain public confidence.
3. To manage a caseload of complaints and service requests investigating allegations of non-compliance with relevant legislation. Contribute to business planning of the service and management of specific projects, surveys, inspection programmes and problem trader work to improve standards by supporting compliant businesses and tackling unlawful practices.
4. Produce draft press releases to warn, educate and inform residents and traders.
5. To use software systems to maintain accurate records relating to all aspects of compliance / enforcement work and to proactively use the systems as part of intelligence-led working to identify and review emerging trends and emerging issues.
6. Conduct in depth investigations into alleged breaches of the law, or licence conditions including obtaining written witness statements, interviewing witnesses and defendants, evidence gathering, preparing legal files and where necessary give evidence in court in order to meet the Service's legal enforcement role.
7. Produce evidentially robust criminal prosecution reports or licensing committee or planning enforcement reports. Be prepared to give evidence in Court or before the licensing committee.
8. Operate flexibly as part of a team and assist in sharing knowledge to ensure an efficient, effective and constantly improving service.
9. Encourage co-operative working by developing external relationships with Government Agencies, the business community and a wide range of partners to improve the effectiveness of the Service and representing the service at meetings.
10. Be responsible for and continually develop an expertise in one or more subject areas and to act as a resource for colleagues.
11. To exchange complicated, sensitive and contentious information in a secure manner and to ensure the correct storage and governance of such information.
12. To carry out duties with due regard to confidentiality and data protection regulations.
13. The post holder must carry out the duties with full regard to the Council's Corporate Plan, the Corporate Equality and Diversity Policy and Health and Safety Policy.

14. Notwithstanding the detail in this job description, in accordance with the Council's Flexibility Policy, the jobholder will undertake such additional duties as may be determined by their Team Leader from time to time, up to a level reasonably commensurate with the level of this post.

#### **KEY TASKS AND ACCOUNTABILITIES (Grade 9)**

To administrate and enforce the full range of Trading Standards legislation assigned to the service and to undertake specific duties that may, from time-to time, be allocated in any designated area of the service.

1. The post holder must carry out the duties to the highest professional standards with regard to the 'Seven Principals of Public Life' and in accordance with the Council's Corporate Plan, to comply with the Code of Conduct for Employees and all linked policies, including the Health and Safety policies of the Council
2. To contribute to the development, implementation and review of appropriate procedures, standards and policies to ensure that enforcement activities are carried out in accordance with the law, associated guidance and the highest professional standards.
3. To deliver programmes of work, as directed, in accordance within the service plan. Including undertaking inspections, verifications, calibrations, investigations, surveys and sampling of goods and service and provide comprehensive advice to businesses.
4. To be individually accountable for the special projects or areas or work when specifically assigned, and to be responsible for planning, allocation and supervision of work by all staff deployed for the purpose of that project or work.
5. To support the development and up keep of investigation strategies and policies and to assist the Principal Officer in ensuring that they are implemented and adhered to.
6. Respond to directly and assist the Principal Officer in allocating consumer complaints and service requests to appropriate team members, including to self.
7. Contribute to service/business planning and to be responsible for the management of specific projects, surveys and inspection programmes. With specific duties for the calibration of the services weights and measures equipment or the use of equipment held by other Local Authorities.
8. To conduct in depth/complex investigations, utilising the full range of investigatory powers, obtaining witness statements, conducting interviews of witnesses and defendants, managing disclosure and attending court including giving evidence.
9. To produce evidentially robust reports for criminal prosecution or other enforcement action in line with the Service's Enforcement Policy. To liaise with the Councils legal representatives to assist in the preparation and processing of court documents.
10. Operate flexibly as part of a team, advising and assisting colleagues and assisting with trainees and apprentices to ensure an efficient, effective and constantly improving Service.

11. To support and contribute to the work of the licensing enforcement team in respect of metrology work and links to other trading standards legislative solutions.
12. To keep apprised of legislative and technological developments that impact the Service and assist the Principal Officer in ensuring effective service delivery.
13. To represent the service at external meetings and to develop areas of joint working with a wide range of partners in consultation with the team and Principal Officer.
14. To use information technology to maintain accurate records relating to the work of the service and to utilise Service databases to produce reports as required by the Principal Officer and Team manager to assist in the development and performance of the team.
15. To carry out all duties with due regard to confidentiality and data protection regulations.
16. Effectively collate and analyse a wide range of information and intelligence to ensure that enforcement interventions are targeted and ‘intelligence-led.’
17. To contribute to a flexible and responsive service across the wider function and to take part in projects and campaigns.
18. To assist the service is ensuring that appropriate plans, procedures and systems are in place with respect to emergency planning, and business continuity, and to attend incidents as required.
19. To provide supervisory cover across the wider service as necessary.
20. Notwithstanding the detail in this job description, the post holder will undertake such additional duties as are reasonably commensurate with the level of this post. This will include working outside of normal hours as and when required.

### **Review Arrangements**

The details contained in this job description reflect the content of the job at the date it was prepared; however, it is inevitable that over time, the nature of the jobs may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

<b>Prepared / Revised By</b>	L Smallthwaite
<b>Role</b>	Investigations and Enforcement Manager
<b>Date</b>	24/1/2022 – Checked May 2025

<b>Signature of Role Holder (following appointment)</b>	
<b>Date Signed</b>	