



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Trading Standards Enforcement Officer / Trading Standards Officer
Grade	Grades 6,7,8 and Grade 9 (statutory qualification required for Grade 9)
Directorate	Environment & Transport
Service	Public Protection and Prevention

Criteria

Experience		
<p>Progression through the career grade will be dependent on demonstrating the appropriate application and knowledge and experience within each of the disciplines required as Essential below through the PRD process. Progression to G8 will be dependent on gaining appropriate degree or equivalent experience. Progression to Grade 9 will be dependent on gaining the statutory qualification of a weights and measures Inspector. Career progression within the team will be dependent on experience and qualification as well as the needs of the Service:</p> <p>At Grade 6 : You should be able to demonstrate :</p> <ol style="list-style-type: none"> 1. Experience of delivering high standards of customer care (E) 2. Evidence of a proven track record of working effectively with partners and stakeholders (E) 3. Evidence of the resolution of complaints/case management and/or effective investigation (E) 4. Evidence of experience of preparing evidence for court / committee. (D) 5. Experience of handling and protecting sensitive and confidential information (E) 6. Relevant experience of working with Information Management Systems (E) <p>At Grade 7 :You should be able to demonstrate the above and in addition :</p> <ol style="list-style-type: none"> 7. Evidence of working to current legal requirements when investigating criminal matters and working to current good practice guidelines when enforcing (E) 8. Evidence of effective compliance / enforcement work under law and / or consent regimes. (E) 	A/I	D or E

<p>9. Evidence of the knowledge of the legislation governing law and consent regimes (E) 10. Experience of attending and providing evidence at committee hearings; appeals and criminal court cases. (D)</p> <p>At Grade 8: You should be able to demonstrate the above and in addition : 11. Substantial and wide-ranging experience of issuing enforcement sanctions. (E) Substantial experience of effective compliance / enforcement work under law and / or consent regimes. (E)</p> <p>At Grade 9 : You should be able to demonstrate the above and in addition : 12. Proven track record of achievement in Trading Standards in relation to compliance work, conducting inspections, providing advice, conducting investigations and carrying out enforcement actions. (E) 13. Evidence of contributing effectively to corporate objectives and service delivery. (E) 14. Experience of undertaking supervisory duties within a regulatory services team or organisation. (D) 15. Experience of using intelligence products to direct enforcement interventions that deliver successful prosecutions and legal sanctions. (E) 16. Experience of project management and development of procedures. (E) 17. Training experience or experience of delivering presentations. (D) 18. Experience of partnership working with other enforcement teams within the Council, outside agencies, voluntary bodies and other statutory enforcement bodies. (E) 19. Proven track record of undertaking criminal/civil investigations or conducting other forms of relevant investigation including the preparation of robust investigation files. (E) 20. Experience of leading complex investigations. (D) 21. Experience of legal process in the civil/criminal courts and giving evidence (D) 22. Minimum of 2 years experience (E) 23. Proven track record of working to tight deadlines, high attention to detail and prioritising workloads. (E)</p>	A/I	D or E
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Skills and Abilities		
<p>At Grade 6 : You should be able to demonstrate :</p> <ol style="list-style-type: none"> 1. Excellent written and verbal communication skills. 2. Ability to work as part of a team. 3. Self-motivated and able to work under pressure. 4. Good organisational and time management skills 5. Ability to work under own initiative 6. Experience of inputting information into computer databases 7. Excellent IT skills with the aptitude for the use and development of computer technology within the workplace. 8. Ability to create intelligence logs within the principals of the National Intelligence Model. <p>At Grade 7 : You should be able to demonstrate the above and in addition :</p> <ol style="list-style-type: none"> 9. Ability to provide advice and support on all aspects of Trading Standards. 10. Ability to effectively communicate, negotiate with and influence a wide range of people including customers, partners, stakeholders, traders and elected members. 	A/I /T	E

<p>11. Demonstrate the ability to effectively plan and prioritise a wide variety of tasks and competing demands using own initiative to agreed deadlines with minimum supervision.</p> <p>12. Ability to quickly understand and use a range of information technology and equipment.</p> <p>13. Ability to effectively plan and undertake project work delivering successful outcomes within agreed timescales.</p> <p>14. Skilled in working as part of a team to achieve common goals and successful outcomes.</p> <p>15. Ability to produce reports, instructions and written documents in clear and concise terms.</p> <p>16. Ability to resolve problems using first principles using a general understanding of licensing law and practice.</p> <p>17. Ability to build, maintain and apply an understanding of legislation and to apply it to appropriate scenarios.</p> <p>18. Ability to review and analyse documents against current standards and procedures.</p> <p>19. Ability to prepare and give evidence at legal proceedings.</p> <p>20. Ability to investigate complaints and incident.</p> <p>21. Ability to gather evidence through formal interview and investigation processes.</p> <p>22. Ability to apply the principals of the National Intelligence Model and risk-based assessments.</p> <p>At Grade 8: You should be able to demonstrate the above and in addition:</p> <p>23. Demonstrate the ability to interpret complex legal issues; provide bespoke advice and guidance to traders to ensure compliance with the regulations.</p> <p>24. To actively assist and support in the training and development of less experienced officers</p> <p>25. To represent the service at Regional meetings and take the lead on key aspects of law and enforcement.</p> <p>26. Ability to analyse intelligence and create intelligence products to effectively tackle enforcement issues.</p> <p>27. Excellent IT skills, excellent verbal / written communication and presentation skills.</p> <p>At Grade 9 : You should be able to demonstrate the above and in addition :</p> <p>28. A sound current knowledge of legislation, guidance and practice in relation to Trading Standards Legislation and general enforcement.</p> <p>29. Demonstrate a sound understanding and practical application of CPIA and RIPA.</p> <p>30. Demonstrate the ability to prepare and present information and reports in a clear manner, which a wide range of audiences can understand.</p> <p>31. Demonstrate the ability to use intelligence databases and complaint handling databases and investigation recording software.</p> <p>32. Must be able to organise and prioritise workload with the minimum of supervision whilst achieving specific targets.</p> <p>33. Ability to demonstrate continuing professional development</p> <p>34. Able to work alone as well as part of the team and within a performance management framework.</p> <p>35. Self-motivated with a capacity to work under pressure and to meet deadlines.</p> <p>36. Detailed knowledge of legislation in relation to Licensing and associated consent regimes</p> <p>37. Ability to quickly understand and use a range of information technology and equipment.</p>	<p>A/I/T</p>	<p>E</p>
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Education, Qualifications and Knowledge		
<ul style="list-style-type: none"> GCSE 3-5 passes (A-C) to include English and maths or equivalent (E) <p>At Grade 6: Regulatory Compliance Officer qualification or willingness to undertake relevant training to obtain the qualification or other relevant qualification or experience (E).</p> <p>At Grade 7: Regulatory Compliance Officer qualification or a relevant professional qualification in investigation / compliance / enforcement functions or significant demonstrable experience in an appropriate field (E).</p> <p>At Grade 8: Regulatory Compliance Officer qualification or relevant professional qualification in investigation / compliance / enforcement functions and or substantial demonstrable experience in appropriate enforcement (E).</p> <p>At Grade 9: Diploma in Trading Standards (DTS) or DCATS (including Metrology) or equivalent. (E) Trading Standards Practitioner. (D) Quality Lead Assessor Qualification (D) Thorough understanding of local government issues in the service area plus knowledge of the legislative issues being faced. (E) Demonstrate a commitment to personal and organisational continuous professional development. (E)</p>	A/I	D or E
OTHER REQUIREMENTS		
<ul style="list-style-type: none"> Able to take a flexible approach to work by responding to the varied needs of services Hold a Full driving licence and access to a vehicle for work Will have access to a broad band connection at home that will be used to support flexible and mobile working. Be willing to provide satisfactory DBS Enhanced Disclosure if required. To attend committee meetings / carry out of hours enforcement work as required which will fall outside of normal office hours. 	A/I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A/I	E

Commitment To Service Delivery / Customer Care		
<ul style="list-style-type: none"> Committed to providing an excellent customer experience and embedding customer focus in all aspects of service delivery. Ability to understand and demonstrate commitment to service delivery and customer care. Have a positive attitude towards work and the service which is offered. Ability to listen, record and relay communications accurately. Ability to recognise the importance of providing a professional service to all stakeholders and establish effective working relations which generate confidence and collaborative working. Have a positive attitude towards providing a flexible and responsive service, which meets operational demands and priorities. 	A/I	E

Climate and Sustainability		
Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.	A/I	E

Methods of Assessment Key		
A Application Form	I Interview	C Certificate
T Test	P Presentation	AC Assessment Centre

Review Arrangements
The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By	L Smallthwaite
Role	Investigation and Enforcement Manager
Date	7/1/2022 checked May 2025
Signature of Role Holder (following appointment)	
Date Signed	