



Department:	Chief Executive's
Job Title:	Trading Standards Officer - Level 1
Grade:	8
Post Number:	
Service/Section:	Trading Standards Service
Base/Location:	County Hall
Responsible To:	Team Manager and Trading Standards Officers (TSO's)
Responsible For:	
Key Relationships/ Liaison with:	Businesses, Consumers, local Authorities, Police and other enforcement agencies Trading Standards Team leader(s), Service colleagues and Staff in other Departments.

Job Purpose

- This post is an entry level into a Trading Standards career and officers will be supported to undertake training and qualifications and or obtain practical experience enabling them to progress through the Trading Standards Career Progression scheme.
- To undertake regulatory enforcement activities providing advice to business and consumers, including conducting inspections at businesses with supervision where necessary.
- With supervision where required, to respond to complaints, enquiries and reported incidents received from business, consumers and other agencies and know when to escalate matters to supervisors.
- To conduct investigations with own case load and support officers with their investigations and other enforcement work with supervision where necessary. This will include researching matters, considering relevant legislation, making enquiries, contacting witnesses, taking statements, assisting with interviews held in accordance with Police and Criminal Evidence Act 1985.
- To take part in other enforcement related initiatives that seek to detect or prevent unfair trading practices with supervision where necessary,
- To collaborate with other regulatory or law enforcement organisations.
- To obtain knowledge about and provide resilience support to all trading Standards operational teams

Main Duties and Responsibilities	
1	To undertake an intelligence led operational enforcement role. The postholder will be required to engage in range of enforcement activities, including prevention initiatives, compliance advice, inspection work and criminal investigations with supervision where necessary.
2	To plan and prioritise own work activities to ensure operational efficiency, responding effectively to changing demands
3	To advise businesses on the requirements of the law regarding their rights and obligations with supervision where necessary.
4	Communicate and liaise with service users and external contacts representing the service as required
5	To conduct investigations, gather evidence and prepare reports in a manner which complies with the legislative framework relating to investigation, disclosure and legal process with supervision.
6	Respond to and resolve enquiries and problems, judging when to pass on complex queries or involve others.
7	To collect, assess and share intelligence in a lawful manner with supervision where necessary.
8	To collate data, prepare reports and communicate findings
9	Use systems, including databases, sampling and investigation management software to ensure accuracy of record keeping is maintained. The processes used may require more specialist knowledge or experience.
10	To give evidence in legal proceedings when required.
11	To abide by corporate standards of Health and Safety and to speak up when concerned
12	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
13	There will be some day to day supervision and clear guidance will be available. Although most work will follow established patterns, initiative is needed to handle processes and resolve problems and queries based on experience and judgement sometimes without reference to others. The role may work alone or as part of a team

Special Factors

- The postholder will for the purposes of development and operational needs undertake work with all Trading Standards teams during the training period.
- The nature of the work may involve the jobholder carrying out work outside of normal working hours
- The post holder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by their own training needs and the needs of the service.
- Expenses will be paid in accordance with the Local Conditions of Service.
- The post holder may be asked to collect or deliver items to locations around the county or where necessary further, a council pool car will be available.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Leicestershire County Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared May 2021

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	Essential	Desirable	How assessed
<u>Qualifications</u>			
Educated to NVQ Level 3 or equivalent with GCSE in Maths and English or equivalent .	✓		Doc/Int
Relevant degree in areas such as Food Technology, Law, Criminology, Agriculture, Animal Welfare, Product Design, Mathematics, Physics		✓	App
Or Demonstrable experience identified within the section below	✓		
<u>Experience</u>			
• Experience of successfully completing tasks within set deadlines	✓		App
• Experience of using Word, Excel, and other databases, gathering and interpreting data, which shows good computer skills	✓		App / Int/Test
• Experience of providing advice in an enforcement role.		✓	App / Int
• Experience of writing project, research or other reports.	✓		App
• Experience of utilising the internet and relevant software to undertake research and investigation	✓		App / Int/Test
• Experience of analysing data and reporting findings		✓	App
• Experience of investigation, compliance or regulatory work		✓	App/Test
• Experience of accurate record keeping and	✓		App/test

<p>showing attention to detail.</p> <ul style="list-style-type: none"> • Experience of working to set standards, protocols and procedures ensuring accuracy throughout. • 	✓		App/int
<p><u>Knowledge</u></p> <ul style="list-style-type: none"> • An understanding of Trading Standards work. • The legislative framework in a regulatory enforcement or criminal investigation context. • Knowledge of the use of Social Media platforms • Knowledge of areas of Trading Standards work <ul style="list-style-type: none"> a) Unfair Trading Practices, b) Food standards, c) Product Safety, d) Animal Health e) Metrology 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>App / Int/Test</p> <p>App/Int</p> <p>App/ Int</p> <p>App</p> <p>App</p> <p>App</p> <p>App</p> <p>App</p>
<p><u>Skills and Competencies</u></p> <p>Good written and oral communication skills.</p> <p>Ability to communicate with colleagues and other departments and agencies as appropriate</p> <p>Ability to apply administrative, analytical and organisational skills to ensure all tasks are completed within agreed timescales</p> <p>Ability to investigate incidents in accordance with set procedures with supervision as necessary</p> <p>Ability to prioritise and plan own workload in the context of conflicting priorities and work on own initiative with guidance from senior officers where appropriate</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post</p> <p>The ability to work under pressure with limited</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>	<p>App/Int/ test</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p> <p>App/Int</p>

supervision			
Able to be a team player	✓		App/Int
Enthusiasm and the ability to learn new skills	✓		App/Int
Full Driving licence		✓	App
Ability to work in a pressured environment with changing demands.	✓		App/int
Able to adopt a flexible approach to work to meet the demands of the Service.	✓		App/int
<u>Other Requirements</u>			
An understanding of, and commitment to Equal Opportunities, and the ability to apply this to all situations.	✓		Int/App
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the provisions of the Equality Act 2010	✓		Med
Key: App = Application Form Test = Test Int = Interview			
Pre = Presentation Med = Medical Questionnaire Dc = Documentary Evidence (E.g., Certificates)			
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