

JOB SUMMARY

Post Title	<i>Technical Trading Standards Enforcement Officer</i>						
Job Family	<i>Service Delivery</i>	Pay Range	<i>08</i>	Line Manager to others?	Yes No	Role profile ref	<i>SD08</i>
Service Area	<i>Community Protection – Trading Standards</i>						
Line Manager	<i>Trading Standards and Community Safety Manager</i>						
Location	<i>County Hall, High Street, Newport, Isle of Wight, PO30 1UD / Agile Working</i>						

Job Purpose

To commence or continue a career in Trading Standards and progress to a fully qualified Trading Standards Enforcement Officer by undertaking the relevant Chartered Trading Standards Institute (CTSI) professional qualification. With some Trading Standards experience or other relevant enforcement experience, you will work across the service under supervision and on your own initiative whilst progressing through to become a fully qualified in Animal Health and Feed.

Job Context

When not engaged on courses, you will work with the team in order to complete the necessary practical training in all areas of Trading Standards. You will assist authorised officers in carrying out the Council's enforcement responsibilities under the relevant legislation in accordance with guidance, policies and procedures as instructed by the authorised officers including the following. This will help to achieve the overall priorities within Trading Standards:

- To assist with and undertake visits and/or inspections of premises across all areas of Trading Standards to determine whether compliance is achieved in accordance with statutory legislation and associated codes of practice. There will be an expectation that you will be able to take a lead on certain visits where required.
- Investigate requests for assistance, including; civil and criminal issues that require further investigation in accordance with our policies and protocols.
- To assist other authorised officers in their investigations which may include accompanying on enforcement visits, taking witness statements (under supervision), assisting in interviews (including those conducted under PACE), note taking as required.
- To collect, control and present the evidence in court to support proceedings taken by the Council.
- Ensure that the appropriate paperwork is completed following any action. This includes the preparation of letters and associated visit reports. In addition, ensure that the relevant information is entered on to the appropriate computer database or file following inspections, visits, telephone conversation or the receipt of information from any other source.
- Keep abreast of legislative developments in relation to Trading Standards and fulfil continuing knowledge and skills.
- Assist with responding to other requests made to the Service including consultations along with participation in local, regional and national initiatives.

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Knowledge, Skills and Experience			
Role Profile requirements	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Relevant practical experience of working with and understanding of the relevant legislation, statutory frameworks / requirements and good practice guidance.	<i>A good basic awareness of regulatory requirements including investigatory process and transferrable enforcement experience.</i>	E	
Practical knowledge of a range of procedures and specialist equipment to support clients.	<i>Demonstratable enforcement skills either in Trading Standards or another regulatory area. An ability to use specialist Trading Standards equipment (i.e. Animal Health or Weights and Measures) under instructions and direction or equipment from an equivalent previous enforcement background.</i>	E	
	<i>A knowledge of the structure of businesses and the various consumer protection frameworks available to support consumers.</i>		D
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>A good working knowledge of different professional groups within the Council and/or Trading Standards South East, National Trading Standards, OPSS, Defra, APHA and other Trading Standards organisations critical to the overall running of the service.</i>	E	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Evidence of dealing with consumers and businesses in difficult emotional and technical situations. An ability to challenge in an assertive and diplomatic manner.</i>	E	
Proven ability to interpret situations, analyse behaviours to make judgements and deliver interventions to achieve outcomes.	<i>Demonstratable experience of dealing with matters where you are required to make a decision and informing all affected parties. For example being able to give outcomes on why a complaint may not be pursued further.</i>	E	
Proven ability to build and maintain constructive working relationships with a range of people.	<i>Excellent team working skills working together to achieve the overall team outcomes.</i>	E	
	<i>Experience of working with members of the public, businesses and other agencies.</i>		D
Proven ability to research, analyse and present complex information.	<i>Being able to interpret legislation and clearly communicate it to those stakeholders that are dealt with via email, letter, telephone, drafting of notices and investigation reports for further consideration.</i>	E	
Proven ability to prioritise own workload and achieve deadlines.	<i>Demonstratable experience of working to tight deadlines including statutory time limits stipulated in legislation.</i>	E	
	<i>Experience of taking a lead role in projects to deliver desired outcomes and within the agreed timescales.</i>		D
Literate and numerate. Ability to maintain required records.	<i>An ability to act on own initiative and take responsibility for decisions to achieve outcomes. Able to interpret legal and technical/mathematical/scientific matters associated with the role.</i>	E	

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	<i>Required to produce clear, concise and accurate letters and reports in plain English.</i>		
ICT skills including use of Microsoft applications.	<i>All actions are generated from and recorded on a computer-based software system, therefore a willingness to develop knowledge and skills in this area. Experience of recording actions taken on complaints and inspections with a high level of detail and accuracy.</i>	E	
Proven ability to communicate one to one and in small groups.	<i>The ability to operate effectively with others and demonstrate their understanding of instructions and interpretations given. Proven experience of communicating to various groups of the community on a one to one basis and in small groups in difficult situations. An ability of being able to communicate technical and legal issues to members of the community so that it is easily understood.</i>	E	
Proven ability to manage challenging behaviour in clients.	<i>Demonstratable experience of de-escalating situations when tensions maybe running high. Being able to clearly communicate reasons to both consumers and traders why certain action can and can't be taken by the service.</i>	E	

Qualifications

Role Profile requirements	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
A Level qualification or equivalent	<i>A Level or equivalent qualification or experience.</i>	E	
GCSE level qualifications or equivalent.	<i>GCSE grades 4-9 / C in Maths and English or equivalent qualification or experience.</i>	E	
Relevant vocational / professional qualification.	<i>Completion of the Chartered Trading Standards Institute (CTSI) Animal Health & Welfare or Feed or Product Safety professional qualification or equivalent demonstratable experience.</i>	E	
European Computer Driving Licence or equivalent.	<i>Good experience and knowledge of working with various Microsoft packages. Experience of working with IDOX/Uniform.</i>	E	D

Other Requirements

Full mobility, a car and driving licence and ability to travel off island if required		E	
Able to work outside normal hours	<i>Normal office hours are 08:30am - 5:00pm (Monday – Thursday) and 08:30am – 4:30pm (Friday).</i>	E	
Willingness and commitment to embark upon a long-term course of study		E	

May require relevant certifications including evidence of fluency in English language

May be required to undertake additional duties as commensurate with your grade and role