

## JOB SUMMARY

<b>Post Title</b>	<b><i>Trainee Trading Standards Enforcement Officer</i></b>						
<b>Job Family</b>	<i>Service Delivery</i>	<b>Pay Range</b>	<i>07</i>	<b>Line Manager to others?</b>	<b>No</b>	<b>Role profile ref</b>	<i>SD07</i>
<b>Service Area</b>	<i>Community Protection – Trading Standards</i>						
<b>Line Manager</b>	<i>Trading Standards and Community Safety Manager</i>						
<b>Location</b>	<i>County Hall, High Street, Newport, Isle of Wight, PO30 1UD / Agile Working</i>						

### Job Purpose

To commence a career in Trading Standards and progress to a fully qualified Trading Standards Enforcement Officer by completing the Chartered Trading Standards Institute (CTSI) professional qualification. This will involve a mixture of distance learning and face to face tuition. Whilst undertaking this course of study, experience will be gained by working across all areas of the Trading Standards Service under supervision and on own initiative.

### 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 but focusing on Animal Health and Feed. 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.
- 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.

Knowledge, Skills and Experience			
Role Profile requirements	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Appropriate experience of working with and understanding of the relevant statutory frameworks / requirements.	<i>An active interest in regulatory issues and knowledge of the statutory framework and role of the Trading Standards profession.</i>	<b>E</b>	
Practical knowledge of a range of procedures and specialist equipment to support clients/businesses.	<i>An awareness of legislation and the principles of investigation/inspection and enforcement.</i>	<b>E</b>	
	<i>A knowledge of the operation of businesses.</i>		<b>D</b>
Working knowledge of IWC professional groups and external agencies as relevant to the role.	<i>The ability to understand the needs of the community/business and current local government policy context and the role of the Local Authority. An awareness and active participation in regional Trading Standards focus groups.</i>	<b>E</b>	
Sensitivity and empathy to build trusting and supportive relationships.	<i>Ability to challenge in an assertive and diplomatic manner to ensure that a full assessment of compliance is achieved at an intervention or as a consultee.</i>	<b>E</b>	
Skills to influence, persuade and motivate clients to achieve agreed goals and targets.	<i>The ability to communicate persuasively with confidence both orally and in writing, demonstrating the ability to influence and appropriately choose the right style of communication to fit the audience.</i>	<b>E</b>	
Proven ability to build and maintain constructive working relationships with a range of people.		<b>E</b>	
Ability to research, analyse and present complex information.	<i>Interpretation and application of legislation of information and technical reports.</i>  <i>To consider information objectively and have the ability to identify hazards and understand the principles of non-compliance to determine the most appropriate course of action to achieve a suitable outcome.</i>	<b>E</b>	
Proven ability to prioritise own workload and achieve deadlines.	<i>Ability to work with minimum supervision in following established policies and procedures.</i>	<b>E</b>	
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>  <i>Required to produce clear, concise and accurate letters and reports in plain English.</i>	<b>E</b>	
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.</i>	<b>E</b>	

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.</i>	<b>E</b>	
Proven ability to manage challenging behaviour in clients/business owners.	<i>The ability to operate calmly in challenging positions when tensions maybe high.</i>	<b>E</b>	
<b>Qualifications</b>			
<b>Role Profile requirements</b>	<b>Job specific examples.</b> (if left blank refer to left hand column)	<b>Essential</b>	<b>Desirable</b>
Educated to A Level	<i>A Level or equivalent qualification or experience.</i>	<b>E</b>	
Educated to GCSE	<i>GCSE grades 4-9 / C in Maths and English or equivalent qualification or experience.</i>	<b>E</b>	
Able and willing to undertake and complete the required elements of the Chartered Trading Standards qualification to progress through the career grade.	<i>Completion of Stage 1 of the CTSI Professional Competency Framework (CPCF) to be awarded the Trading Standards Practitioner Certificate.</i>  <i>Completion of the Professional Competency in Feed and Animal Health &amp; Welfare.</i>	<b>E</b>	
<b>Other Requirements</b>			
Full mobility, a car and driving licence and ability to travel off island if required		<b>E</b>	
Able to work outside normal hours	<i>Normal office hours are 08:30am - 5:00pm (Monday – Thursday) and 08:30am – 4:30pm (Friday).</i>	<b>E</b>	
Willingness and commitment to embark upon a long-term course of study		<b>E</b>	
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			