

## Job Description



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| <b>Job Title:</b><br>Trading Standards Officer             | <b>Service Area:</b><br>Licensing & Regulatory Services |  |
| <b>Directorate:</b><br>Environment & Sustainable Transport | <b>Post Number:</b><br>22273 / 36238 / 36273            | <b>Evaluation Number:</b><br>7685,a,b,c,7606 |
| <b>Grade:</b><br>PO1/2/3/4/5* (*1 post)                    | <b>Date last updated:</b><br>November 2022              |  |

### **People at the heart of everything we do**

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

### **Equality and diversity**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

### **Protecting our staff and services**

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

### **Corporate parent**

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

## **Overall Purpose of Job**

To act as an Authorised Officer and undertake and enforce the full range of consumer protection and other relevant regulatory controls.

To support the work of the Environment & Sustainable Transport in working with other agencies to achieve compliance with all regulatory regimes.

To improve the quality, safety and standards of consumer protection provided to businesses and residents through the use of a range of intervention strategies, including education, advice, informal action, licensing and enforcement.

To assist the Council in meeting its statutory requirements under trading standards and weights and measures law.

To support a safe, fair and equitable environment in Newham which is compliant with local and national standards and priorities.

## **Job Summary**

1. The postholder reports to the Lead Trading Standards Officer.
2. The postholder will oversee the work of other staff on a day to day basis e.g. Trainee Trading Standards Officers/work experience students.
3. The postholder has no budget responsibility.
4. The postholder may be required to work evenings, weekends and occasional public holidays.
5. PO5 postholder only, to have responsibility in managing bids and grant applications and managing staff needed to assist in the delivery of specific project work streams as agreed by the Lead Trading Standards Officer.
6. PO5 postholder only, may have budget and management responsibility if acting up for the Lead Trading Standards Officer.

## **Key Tasks and Accountabilities:**

*Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.*

### **Trading Standards Officer – PO1/2/3/4/5\* (\*1 post)**

**PO1/2/3 - DCATS qualified or equivalent**

**PO4 - DTS qualified or equivalent**

**PO5 - Chartered Trading Standards Practitioner qualified (CTSP)**

### **To undertake all responsibilities listed below:**

1. To be part of a team with the collective responsibility of achieving team and Directorate objectives; meeting Service performance criteria; ensuring that current priorities, procedures and programmes of work are adhered to and carried out.
2. To work efficiently and make an effective contribution to defining and achieving objectives, performance standards, current priorities, procedures and programmes of work by the team.
3. To assist the management team of the team in the development of a strategic approach to trading standards issues and associated service activity, based on local, regional and national priorities.
4. To lead in a specialist field of work or project and achieve agreed outcomes.
5. To act as the authority's expert in matters of trading standards regulatory controls. Be aware of legislative, professional, managerial and technical developments within an area or discipline covering the trading standards field and to provide advice and support to the team.
6. To take part in current and new primary authority arrangements, commercial partnerships and service level agreements, and to lead the team in meeting the requirements of those contracts.

7. To take part in the proactive and reactive work of the team by carrying out inspections and responding to complaints from clients.
8. To supervise on a daily basis Trainee Trading Standards Officers/and or work experience students.
9. To give advice to the residents and businesses as requested and as appropriate; to advise other staff internal and external to the Council, on current work issues, practice and procedure.
10. To prepare and present accurate written and/or verbal reports, briefings and presentations to senior managers, the Mayor, Cabinet, Committees and other bodies and to attend meetings as necessary or required.
11. To act as an Authorised Officer and carry out all duties under the various statutes administered by the team as specified by the Lead Trading Standards Officer or Team Leader Trading Standards & Licensing.
12. To investigate complaints relating to breaches of legislation enforced by the team; to prepare and present reports for legal proceedings; and to give evidence in Court.
13. To develop and maintain relationships with partners and stakeholders inside and outside the Council particularly the local business community and employee groups ensuring the delivery of key outputs and performance indicators.
14. To have an understanding of customer care and the service needs of clients ensure effective and consistent delivery of high quality customer service.
15. To ensure that adequate records and databases (Uniform and IDB) are maintained including statutory registers to enable the efficient operation of the work of the team and assist with the timely production of managerial information and performance Indicators.
16. To prepare protocols, procedures, guidance and other documentation relating to regulatory enforcement.
17. To promote work patterns within team structures to ensure continuous business improvement, motivate colleagues and improve team working.
18. To take part in events aimed at promoting good standards of trading standards and consumer protection and training and consultation events.
19. To manage, process and audit data held electronically. Assist with the development of the business process and activity reports concerned with outputs and performance indicators. Understand and implement the development of appropriate IT systems for business improvement and promote data quality and integrity at all times.
20. To ensure that regulatory and enforcement activity is carried out within the framework of the Regulator's Code, or similar regulatory national standards framework.
21. To actively promote effective communications both inside and outside the team through meetings, briefings and other media.
22. To work outside normal office hours when and where required.

23. To attend such training or refresher courses, which may be residentially based, as are required by management.
24. To act in the absence of the Lead Trading Standards Officer in response to specific technical and operational issues as authorised.

PO5 postholder only 25-30:

25. To assist the management team in developing a strategic approach to trading standards issues and associated Service activity.
26. Proactively seek out and develop partnership agreements both internal and external, to support Service delivery. Drive income generation aligned with Service priorities and the business plan.
27. The post holder will direct preparation of bids for grant funding, opportunities to generate new income and managing the application of grants to ensure levels of grant income are maintained. To also manage staff needed to assist in the delivery of specific project work streams.
28. To deputise for Lead Officer when required managing the team and by representing the Service at regional and national meetings, including professional networks, including London Trading Standards (LTS), Association of Chief Trading Standards Officers (ACTSO), Government departments (FSA, OPSS), other key stakeholders including CAB, Metropolitan Police, Councillors, other Local Authorities.
29. Act as main contact with Newham Internal Comms with regard to formulating press releases, proactively and effectively communicating Service success stories to demonstrate Service impact to senior stakeholders, members and residents.
30. Fulfil the role and duties of Accredited Financial Investigator under the Proceeds of Crime Act (where appropriate and where qualification is held).

**The following criteria shall be used to determine the level of remuneration:**

PO1: Will be expected to work under close supervision of the Lead Trading Standards Officer. Will be DCATS qualified/equivalent or working towards.

PO2: Will be expected to work with some supervision, but use initiative in specific areas. Will be DCATS qualified/equivalent or working towards.

PO3: Will be expected to work with minimum supervision from Lead Trading Standards Officer after initial instruction or in line with work programme. Will be DCATS qualified/equivalent or working towards.

PO4: Will be expected to work with minimum supervision and may be asked to act as an expert in specialised areas of work and relevant projects. Will be DTS qualified/equivalent and will undertake the full duties of a Weights & Measure Inspector.

PO5: Will be expected to take management responsibility when covering for the Lead Officer and for funding bids and obtaining grants. Will be expected to represent the Service at a regional and national level. Will be expected to oversee the work of other staff for project related work. Will fulfil the role and duties of Accredited Financial Investigator under the Proceeds of Crime Act (where qualification is held).

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**IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

**EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

**PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

| <b>CRITERIA- Essential</b>  | <b>METHOD OF ASSESSMENT</b>  |
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| <p><b>KNOWLEDGE:</b></p> <p>Detailed knowledge of legislation enforced by the Service, evidential and Court procedures.</p> <p>Detailed knowledge of laws affecting the structure of companies and other business organisations.</p> <p>Knowledge of the principles of primary authority arrangements</p> | <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> <p>Application Form/ Interview</p> |
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| <p><b>EDUCATION/QUALIFICATIONS:</b></p> <p><b>PO1/2/3</b> DCATS qualified or equivalent or relevant experience.</p> <p><b>PO4</b> DTS qualified or equivalent.</p> <p><b>PO5 (one post)</b> Chartered Trading Standards Practitioner qualified. Accredited Financial Investigator qualified (desirable). Management qualification or equivalent or relevant experience (desirable).</p>  | <p>Application Form/ Interview/ Certificate</p> <p>Application Form/ Interview/ Certificate</p> <p>Application Form/ Interview/ Certificate</p>  |
| <p><b>EXPERIENCE:</b></p> <p><b>(PO1/2/3/4)</b></p> <p>Previous involvement in the provision of advice about and the enforcement of legislation undertaken by Trading Standards.</p> <p>Experience of working in multi-disciplinary teams.</p> <p>Experience in working in a team and on own initiative.</p> <p>Experience in dealing with issues in a diverse environment.</p> <p><b>(PO5)</b></p> <p>Experience driving and inspiring high performance and innovation within a regulatory environment.</p> <p>Collaborative working including networking, beyond service and organisation boundaries.</p> <p>Experience of decision making within an investigatory or regulatory enforcement setting, including application of the principles of proportionality and necessity.</p> <p>Experience of applying for funding bids.</p> <p>Evidence of active communicating of Service impact to internal and external stakeholders</p> <p><b>SKILLS AND ABILITIES:</b></p> <p><b>(PO1/2/3/4)</b></p> <p>Ability to assimilate knowledge of Trading Standards practices.</p> <p>Ability to assess and analyse problems; make sound judgements and decisions.</p> <p>Ability to communicate effectively with people in all work situations.</p> | <p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> |

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| <p>Ability to effectively communicate to other members of staff functional requirements and standards of work required.</p> <p>Ability to prepare and present clear, concise and effective reports both written and verbal.</p> <p>Ability to work as part of a team without close supervision and to motivate other members of staff.</p> <p>Ability to carry out a variety of tasks and to work in various sections within the division as part of a training programme.</p> <p><b>(PO5)</b></p> <p>Ability to produce highly effective written and verbal communication with ability to influence and negotiate to achieve required outcomes.</p> <p>Broad and extensive knowledge and experience across the full range of Trading Standards functions and duties.</p> <p>Commercial mind-set and ability to effectively procure and manage contracts and negotiate commercial agreements e.g. Service Level Agreements.</p> <p>Strong organisational and delegation skills with ability to plan at a strategic level.</p> | <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> |
| <p><b>PERSONAL STYLE AND BEHAVIOUR:</b></p> <p>Committed to the development of Team identity and responsibility.</p> <p>Self-motivated able to use own initiative and judgement.</p>  | <p>Application and Interview</p> <p>Application and Interview</p>   |
| <p><b>OTHER SPECIAL REQUIREMENTS:</b></p> <p>Occasionally, it may be necessary to work outside normal hours.</p> <p>Driving Licence.</p>  | <p>Application and Interview</p> <p>Application and Interview</p>   |