

Job Description



Job Title: Trading Standards Officer	Service Area: Environment and Sustainable Transport
Division/Section: Licensing and Regulatory Services	Job Number: 22273 / 36238
Grade: PO1/PO4	Date last updated: January 2020

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.

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 and 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.

Job Context

1. The postholder reports to the Lead Trading Standards Officer
2. The postholder has no line management responsibility but may be asked to 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.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder 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

PO1/2/3 - (DCATS qualified or equivalent)

PO4-DTS qualified or equivalent

1. To be part of a team with the collective responsibility of achieving team and Divisional objectives; meeting unit 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.
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 the current and new primary authority arrangements 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 and 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 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 give training and guidance to other staff.

19. To take part in events aimed at promoting good standards of trading standards and consumer protection and training and consultation events

20. 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.

21. To ensure that regulatory and enforcement activity is carried out within the framework of the Regulator's Code, or similar regulatory national standards framework.

22. To actively promote effective communications both inside and outside the team through meetings, briefings and other media.
23. To work outside normal office hours when and where required.
24. To attend such training or refresher courses, which may be residentially based, as are required by management.
25. To act in the absence of the Lead Trading Standards Officer in response to specific technical and operational issues as authorised.
26. To understand and adhere to Newham's in service delivery and within the service.

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.
- PO2: Will be expected to work with some supervision, but use initiative in specific areas.
- PO3: Will be expected to work with minimum supervision from Lead Trading Standards Officer after initial instruction or in line with work programme.
- 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 or DCATS qualified and will undertake the full duties of a Weights and Measure Inspector.

Person Specification

Job Title: Trading Standards Officer Level	Service Area: Trading Standards
Division/Section: icensing and Regulatory Services	Job Number: 22273 / 36238 T
Grade: PO1/PO4	Date last updated: January 2020

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.

CRITERIA	METHOD OF ASSESSMENT
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.	
KNOWLEDGE: Trading Standards Officer Detailed knowledge of legislation enforced by the Unit, evidential and court procedures. Detailed knowledge of laws affecting the structure of companies and other business organisations. Knowledge of the principles of primary authority arrangements	Application Form/Interview/Test Application Form/Interview Application Form/Interview
QUALIFICATIONS:	

Ability to carry out a variety of tasks and to work in various sections within the division as part of a training programme.	
PERSONAL STYLE AND BEHAVIOUR: Trading Standards Officer Committed to the development of Team identity and responsibility	Interview
OTHER SPECIAL REQUIREMENTS: Occasionally, it may be necessary to work outside normal hours	Application Form/ Interview