



HILLINGDON

LONDON

Job Profile Template

JOB TITLE:	Trading Standards Officer / Senior Trading Standards Officer
GRADE:	POA/POB (Career Grade)
POST NO:	Various
JOB TIER:	5 (non-management)
DBS CHECK:	Enhanced
GROUP:	Residents' Services
SERVICE:	Trading Standards

REPORTING STRUCTURE

Reports to:	Trading Standards and PoCA Manager
Direct Reports:	Nil
Indirect Reports:	Nil

ROLE PURPOSE:

1. To work as a member of the Trading Standards Service applying expert professional and technical skills in the provision of an effective, efficient and responsive regulatory service
2. To contribute positively to the Trading Standards Service's action plan, and to work within the overall vision, values, aims and objectives of Hillingdon Council

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however there may be a requirement to assist in the induction and training of peers and new employees.

3. Operational Service Delivery

Progression between the grades will take the form of an interview in which the candidate must demonstrate that they meet the criteria at the higher level

POA

- The post holder will be authorised to make regulatory decisions on a range of enforcement actions available to them. These will be commensurate with their level of competency and overseen by the Trading Standards and PoCA Manager as appropriate.
- To exercise a high level of professional judgement, interpersonal and communication skills in the application and evaluation of enforcement interventions and decisions and in the interpretation of the relevant legislation while having due regard to current associated guidance and protocols relevant to their work.
- To communicate effectively in the exchange of oral and written information in what can be complex and sometimes contentious situations in a way that meets the needs of a diverse audience yet also effectively influences behaviours in a positive manner.
- To manage a caseload (which can be a mixture of risk-based inspections, special project visits, consumer complaints, criminal and civil investigations, partnership working and the delivery of business advice) within the terms of current policies and procedures.
- To manage a caseload which can encompass the complete range of Trading Standards legislation, and involving, though not exclusively or exhaustively:
 - a) The assessment and prioritisation of complaints and service requests coming into the Service

- b) The investigation of complaints and service requests that fit within current criteria
 - c) Management of product withdrawals and recalls
 - d) Investigation of rogue traders and scams
 - e) Providing appropriate support to victims of crime and making referrals to other agencies where appropriate
- Maintain a comprehensive knowledge of all trading standards legislation and appropriate case law to ensure that advice to consumers and businesses remains up to date, appropriate and accurate.
- To apply their professional and technical skill to the investigation and management of potential criminal offences or civil breaches, including:
 - a) The collection of all necessary evidence for potential legal proceedings including witness statements, conducting inspections using powers available and conducting PACE interviews
 - b) Appropriate management of victims and witnesses, including vulnerable witnesses
 - c) Preparation of high quality and comprehensive infringement reports containing all necessary evidence with appropriate recommendations
 - d) Liaison with the Council's Legal Services
 - e) Consideration of POCA implications
 - f) Attendance at court and giving evidence as necessary
 - g) Production and dissemination of intelligence reports where appropriate
- *All enforcement work must be conducted in accordance with the Police and Criminal Evidence Act (PACE), the Regulation of Investigatory Powers Act (RIPA), the Criminal Procedures and Investigations Act (CPIA) and the Human Rights Act (HRA)*
- To promote the interests of the Service and Hillingdon Council through representation at meetings (internal and external) and to liaise with other authorities, other enforcement and protection agencies (Metropolitan Police, UK Border Force, HMRC, CAs, Insolvency Service etc), other Hillingdon Council services, Government representatives, solicitors, traders, residents and other stakeholders, - all at both local and, where necessary, national level.
- To help plan and deliver promotional and other activities, including training that helps influence business to improve their understanding of relevant regulatory responsibilities under consumer protection legislation.
- To maintain accurate and timely records using current software on the Trading Standards database of visits, inspections, service requests and complaints.

POB - in addition to the above

- A Trading Standards qualification from one of the following:
 - a qualifying consumer protection degree accredited by the Chartered Trading Standards Institute at level 2.2 or above, or;
 - Diploma in Trading Standards (DTS) or its antecedents; or
 - Full Diploma in Consumer Affairs (DCA); or
 - Core skills in Consumer Affairs and Trading Standards (CSCATS) plus 4 relevant service delivery modules (or 40 points equivalent); or
 - Diploma in Consumer Affairs and Trading Standards (DCATS).
- To deputise for the Trading Standards and PoCA Manager as appropriate
- To participate in the formal interviews of candidates for vacant and new posts within the Service with at least one other officer present
- To lead on professional areas of reputational risk for the Service and the Council.
- To review legislation, guidance, good practice, research publications, the effect of policy and practice. Where appropriate to make recommendations for change
- To make recommendations for service standards and performance and monitor service outcomes

4. Service Planning & Development

- To maintain a knowledge of the current Service Plan and have an understanding of ones own contribution in order to ensure delivery of this plan.
- To actively contribute to the planning and implementation of the Service's operational policies and programmes.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.

7. Contacts

- **Internal:** All Departments of the Council's Services to a Senior level of Management, and elected Members
- **External:** Other local authorities and Central Government Departments - to a high level of management;

Outside Organisations, Traders, Industry and Commerce - to Managing Director level;
Heathrow Airport Ltd - to Senior levels of Management;
Solicitors, Barristers, Court Officials and witnesses;
Other law enforcement bodies;
Politicians and members of the public

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- To be conversant with the operation and application of the Service's computer systems and other information technology.
- To maintain an awareness of the legislation and regulations in respect of Health and Safety at work and fostering safe working practices.
- To maintain an awareness of the Council's legal duties and policy objectives in respect of equal opportunities and customer care, and to ensure that they are implemented in practice.
- To maintain and develop their professional knowledge in order to meet the demands of the post and to enhance their own professional development.
- To carry out duties outside normal working hours as may be necessary, subject to mutually agreed arrangements.

9. Key Performance Indicators

- To achieve performance targets as detailed in employee's personal Performance and Development Agreement

Person Specification

Trading Standards Officer / Senior Trading Standards Officer

This person specification will be used for recruitment to the Trading Standards Officer vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p>POA</p> <ul style="list-style-type: none"> • a qualifying consumer protection degree accredited by the Chartered Trading Standards Institute at level 2.2 or above, or; • Diploma in Trading Standards (DTS) or its antecedents; or • Full Diploma in Consumer Affairs (DCA); or • Core skills in Consumer Affairs and Trading Standards (CSCATS) plus 4 relevant service delivery modules (or 40 points equivalent); or • Diploma in Consumer Affairs and Trading Standards (DCATS) <p>An individual without the above qualifications will be considered providing their knowledge and experience can be demonstrated at the equivalent level.</p> <p>POB</p> <ul style="list-style-type: none"> • a qualifying consumer protection degree accredited by the Chartered Trading Standards Institute at level 2.2 or above, or; • Diploma in Trading Standards (DTS) or its antecedents; or • Full Diploma in Consumer Affairs (DCA); or • Core skills in Consumer Affairs and Trading Standards (CSCATS) plus 4 relevant service delivery modules (or 40 points equivalent); or • Diploma in Consumer Affairs and Trading Standards (DCATS) 		<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
<p>Current Full Driving licence</p> <p>Use of a car in order that visits to traders, witnesses etc can be carried out.</p>	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
<p>POA</p> <p>Experience of obtaining Justices' warrants, RIPA authorisations and similar legal processes</p>		<p style="text-align: center;">✓</p>

<p>Experience in use of Windows based IT packages including Word, PowerPoint, excel and use of e-mail and internet</p> <p>Experience of leading and participating in complex investigations with a track record of preparing complex infringement reports that have resulted in legal proceedings</p> <p>Experience of working with small, medium and large enterprises and an understanding of commercial realities when seeking compliance with legislation</p> <p>Experience in providing advice and information to, and influencing, a wide variety of stakeholders including businesses, consumers, enforcement partners and colleagues - from vulnerable consumers to Directors and representatives of large businesses</p> <p>POB - in addition to the above</p> <p>Significant experience of working in a local authority based regulatory services environment with an extensive knowledge of relevant legislation, guidance and good practice</p> <p>Experience of leading and participating in complex investigations with a track record of preparing complex infringement reports that have resulted in legal proceedings</p> <p>Experience of service planning, service development and the delivery of projects involving professional and technical staff</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIRABLE
<p>Excellent written, oral and presentation skills</p> <p>A thorough understanding of the role of regulatory services covered by Local Authorities</p> <p>Understanding of the importance of intelligence and experience of using intelligence databases and the production of 5x5x5s</p>	<p>✓</p> <p>✓</p> <p>✓</p>	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
<p>“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.</p>	<p>✓</p>	
<p>Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.</p>	<p>✓</p>	
<p>Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can bring.</p>	<p>✓</p>	

<p>Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	<p>✓</p>	
<p>Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	<p>✓</p>	
<p>Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	<p>✓</p>	