

JOB DESCRIPTION

Job Title	Trading Standards Officer (TSO)
Department	Environmental Health
Section or Service	Trading Standards
Grade	Grade F

DESIGNATION:

Responsible to:	Trading Standards Team Manager
Employees directly supervised (if applicable):	No supervisory responsibility
Family Tree	
<pre> graph TD A[Head of Environmental Health] --> B[Trading Standards Manager] B --> C[Senior Trading Standards Officer x 2] B --> D[Trading Standards Officer x 2] </pre>	

JOB PURPOSE:

To undertake the full range of Trading Standards duties to protect consumers and businesses by promoting a safe and fair trading environment, and to contribute to delivery of the council's objectives and priorities.

1. DESCRIPTION OF DUTIES:

- 1.1 Maintain an up-to-date knowledge of general Trading Standards legislation and technology to uphold competencies and awareness of current best practice.
- 1.2 Advise consumers and businesses, including Primary Authority partners on consumer protection law in relation to the buying, selling, renting, and hiring of goods and services. As required provide in-depth specialist advice to businesses, orally and/or in writing, communicating messages clearly and appropriately, on their rights, duties, and obligations under Trading Standards legislation.
- 1.3 Undertake enforcement work including investigations, inspections, routine test

purchases, sampling and screen testing of products, projects, and other interventions, as directed, to determine compliance with legislation, including taking part in national, regional, and local initiatives and enforcement activities.

- 1.4 Gather and present evidence for investigations in accordance with statutory requirements, codes of practice and council policies and procedures. Ensure that businesses, consumers, and witnesses are updated regularly on the progression of their case/ enquiry. Where appropriate participate in the legal process through the preparation of legal reports and giving evidence in Court, hearings, or tribunals, as necessary.
- 1.5 Investigate complaints from the public, working with Council teams and other agencies, including police and HMRC, to prevent, detect and take appropriate enforcement action, which may involve prosecuting offences, initiating legal proceedings, preparing, and giving evidence in Court.
- 1.6 Maintain records of activities undertaken in accordance with service requirements, statutory notices, inputting and maintaining information on databases utilised by the service.
- 1.7 Give talks at public enquiries, meetings, and exhibitions, as well as ensuring compliance through education, advice, and enforcement.
- 1.8 Represent the Service at meetings with both internal and external partnerships, work with a range of stakeholders including other authorities and key organisations.
- 1.9 Co-ordinate and lead projects and initiatives to ensure that the objectives are delivered on time. Monitor and evaluate the success of activities against the desired project outcomes. Identify areas of improvement, enforcement, or other actions required.
- 1.10 Carry out interventions in relation to scams to ensure the economic, physical, and mental wellbeing of vulnerable residents. Research, prepare and deliver education packages including talks where required. Work with Community Safety, Adult Social Care and Council Safeguarding Teams to ensure that safeguarding obligations are met under the Care Act 2014.
- 1.11 Maintain and update the intelligence database as required and within the remit of a basic user, or super user through obtaining, recording, reporting, and disseminating intelligence, whilst working as a single point of contact for intelligence referrals from other authorities and agencies.
- 1.12 Undertake training as identified or as necessary to maintain a high standard of knowledge, competency, and skill for the performance of the post.
- 1.13 Provide support, assistance, and guidance to junior members of staff.
- 1.14 Meet any council and performance targets as specified and agreed with your line manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Trading Standards Officer
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Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Essential: ✓ Diploma in Trading Standards (DTS)/ Diploma in Consumer Affairs and Trading Standards (DCATS) or equivalent.
C	Skills; Experience and Attitude Essential: ✓ Proven experience of managing a diverse workload ✓ Work experience in trading standards or related field of work and recent experience of applying a broad range of enforcement tools. ✓ Knowledge of investigatory practices including PACE, CPIA and RIPA ✓ Knowledge of legal practices and court systems ✓ Knowledge of CPRs, BPRs, underage sales, pricing, safety and other consumer protection legislation and ability to demonstrate by example an understanding of statutory processes and instigating criminal proceedings sufficient to carry out the duties of the post. ✓ Ability to carry out the statutory duties relating to the regulation of businesses and the investigation of consumer complaints, including the interpretation and application of legislation.

	✓ Ability to manage projects both internally and with external stakeholders, within agreed deadlines and according to specification. ✓ Experience of planning, organising and prioritising workloads to satisfy performance targets and meet deadlines. ✓ Experience of using initiative and innovation to resolve problems and improve service delivery. ✓ Excellent communication and interpersonal skills and to be able to converse, both orally and in writing, concisely with a variety of different audiences and have the ability to contribute to corporate issues within the organisation. ✓ Ability to use computers, digital technology, and software to input and extract data, write letters, reports and produce other documentation, and to connect and work remotely when required. ✓ Experience of providing Primary Authority/ <i>Home Authority</i> advice to companies ✓ Experience in leading projects or workstreams, producing a project brief and outcome reports ✓ Regularly submits 3x5x2 intelligence for all areas of trading standards work. ✓ Responsible for the enforcement and regulation of premises and matters with a legal metrology element, where qualified to do so. ✓ Ability to identify potential threats, risks and harm in accordance with the National Trading Standards Intelligence Operating Model. ✓ Ability to assess and analyse intelligence, locally, regionally and nationally and take effective enforcement action for a range of disciplines in accordance with the National Trading Standards Intelligence Operating Model ✓ Experience of monitoring performance against agreed criteria and/or performance indicators ✓ Carries out proceeds of crime investigations, where qualified to do so. ✓ Ability to participate in continuing professional development training and job development programmes to keep abreast of changes in legislation and technical guidance to maintain competency. ✓ Experience of making presentations and organising and participating in Trading Standards displays and events. ✓ The ability and willingness to participate in work duties outside the normal hours of work.
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Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST - We put local people at the heart of decision making in everything we do. - We seek to include and involve: all voices matter. - We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: - I actively involve and include the communities that I serve in my work. - I shall reflect the views of the communities in my daily work. - I shall improve the service I provide through seeking feedback from others. Our residents will feel that: - I have been included

	• I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.

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