

Lancashire County Council

Grade Profile

Grade Profile –Technical/Professional - (Grade 10)

Applies to all technical/professional posts at Grade 10.

Purpose
Experienced professionals providing specialist professional services and advice to customers and regularly support/advise senior managers within own specialist area. Uses expertise to deal with highly complex and high risk issues across a range of situations.
Scope of Work
Although they will work within well-defined functional objectives, they will be expected to proactively question or challenge Council practice or procedure based on improvements in technology, legislation or best practice. They may provide technical reference, support daily supervision for a small team of intelligence and business support officers. To lead and manage on age restricted sales activity.
Accountabilities/Responsibilities
<p>The following are a range of duties that are appropriate to this grade.</p> <p>To lead the delivery of effective intelligence management and business support function, planning and underpinning the Trading Standards needs analysis to inform strategic service delivery decisions and manage complex and high risk service assignments and activities (e.g. inspections, check 25 visits assessments, investigations, organisation and participation in test purchasing exercises, managing caseloads), to meet service requirements and to ensure the best outcomes for both customers and the Council.</p> <p>To support the Trading Standards Management Team by providing intelligence information and analysis and developing standards, policies and procedures within area of specialism, ensuring compliance with best practice, relevant legislation and Council policy frameworks.</p> <p>Shape and influence service planning and budgets, using expertise to identify relevant customer, professional or legislative trends that may impact on delivery. To oversee and support the business support and intelligence functions and its team members.</p> <p>Produce and analyse internal service and management information to contribute to the development of new services and innovative working practices.</p> <p>To optimise the use of IT systems for efficient recording, reporting and analysis of data and intelligence; identifying barriers to efficiency and streamlining the handling of information Contribute to the maintenance of existing databases.</p> <p>Lead on the development, implementation and continual improvement of processes and working practices to meet a deliver prioritised, targeted, intelligence-led decision-making process to contribute to the continuous improvement across the Trading standards service.</p> <p>To act as Trading Standards specialist on Intelligence,</p>

Business Support Age Restricted Sales ; championing and promoting the use of intelligence in decision making by all managers and enforcement staff as part of the Trading Standards culture.

To act as Trading Standards specialist on Age Restricted Sales, co-ordinating intelligence test purchasing exercises, recruitment of volunteers and managing enforcement initiatives including follow up enforcement actions including prosecutions

Maintain CPPD in best practice/latest developments in the intelligence field to meet the changing demands of the role

Design, develop and deliver formal and informal technical training programmes for both internal and external service providers to ensure best practice is delivered across the service.

Build intelligence links with partner agencies both internally and externally to shape and improve multi-agency service deliver, putting in place information sharing agreements, protocols and processes as well as use of best practice for prompt and effective data sharing on a routine basis.

To implement the requirements of the National Trading Standards Service Intelligence Operating Model (IOM)and maintain close liaison with regional and national intelligence networks to enable links to be made to regional and national activity. Attend local regional and national meetings as required representing the Trading Standards service on appropriate local and regional intelligence groups.

Skills, knowledge and experience

Typically professionally qualified/relevant degree in Trading Standards (or equivalent), plus substantial experience OR substantial vocational experience in Intelligence Management at a demonstrably professional level.

Experience of using up to date and authoritative knowledge in Intelligence, Business Support and Age Restricted Sales and Scam Prevention to support their delivery.

Experience of working in different operational areas or supporting activity across different teams in the service.

Experience of providing effective support for operational activity or service undergoing change and challenge.

Experience of working in an environment where personal integrity, confidentiality and data security are paramount

Proven ability to implement and deliver effective delivery of complex and challenging solutions which are consistent with existing, new, or evolving policy/procedure.

Proven ability to extract, analyse and interpret complex data to produce intelligence packages

Capable of encouraging and motivating colleagues on tasks.

Very good communication and networking skills with a wide range of staff, senior decision makers and external organisations.

Demonstrative knowledge of the application, principles, theory and practice of Intelligence, Age Restricted Sales and Business Support. Working knowledge of the information available to Trading Standards Service Officers using statutory powers and RIPA.

Ability to apply technical/specialist judgement to ensure service area objectives are achieved.

Ability to plan and organise a range of complex activities and priorities within an intelligence, age restricted sales, scam prevention and business support function.

Comprehensive understanding of all existing Policy and Procedures in Trading Standards intelligence business support, scam prevention and age restricted sales and their application in a changeable and challenging environment.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Performance Indicators

Quality of service against legal, safety and best practice standards

Achievement of organisational objectives and targets

Adherence to internal/external quality standards if applicable

Adherence to policies and procedures

Customer and Business stakeholder satisfaction feedback

Lancashire County Council
Person Specification (Grade 10 - Technical/Professional)

	Requirements	Essential (E) Or Desirable (D)	Identified by Application Form (A) or Interview (I)
	Qualifications:		
1.	Professionally qualified/relevant degree (or equivalent), plus substantial experience or substantial vocational experience demonstrating development through involvement in a series of progressively demanding roles.	E	A
	Experience:		
2	Experience of using up to date and authoritative knowledge in Intelligence , Business support Age Restricted Sales & Scam Prevention to support their delivery	E	A, I
3	Working in different operational areas or supporting activity across different teams in the service.	E	A, I
4	Experience of providing effective support for operational activity or service undergoing change and challenge.	E	A, I
	Knowledge and Skills :		A, I
5	Proven ability to implement and deliver complex and challenging solutions which are consistent with existing, new or evolving policy/procedure.	E	A, I
6	Effective communication and networking skills with a wide range of staff and external organisations.	E	A, I
7	Demonstrative knowledge of the application, principles, theory and practice of Intelligence, Age Restricted Sales Business Support. Working Knowledge of the information available to Trading standards Service Officers using statutory powers , PACE CPIA RIPA	E	A, I
8	Ability to apply technical/specialist judgement to ensure service area objectives are achieved.	E	A, I
9	Ability to plan and organise a range of complex activities and priorities within Intelligence , Business Support , Scam Prevention and Age Restricted Sales functions	E	A, I
10	Comprehensive understanding of all existing Policy and Procedures in Trading Standards intelligence , business support, scam prevention and age restricted sales and their application in a changeable and challenging environment	E	A, I
11	In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.	E	A, I
12	Experience of working in an environment where personal integrity, confidentiality and data security are paramount	E	A, I

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	Proven ability to extract, analyse and interpret complex data to produce intelligence packages	E	A, I
	Capable of encouraging and motivating colleagues on tasks	E	A, I
	Other (including special requirements)		
12.	Commitment to equality and diversity	E	I
13.	Commitment to health and safety	E	I
14.	Display the LCC values and behaviours at all times and actively promote them in others	E	I