**Job Description**

***Grade 6 – Trading Standards***

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| **Service:** | Trading Standards and Scientific Services. | **Team:** | Trading Standards - Alcohol & Tobacco | |
| **Location:** | Preston – County Hall and Homeworking | | | |
| **Salary range:** | £27269 - £31067 | **Grade:** | | 6 |
| **Reports to:** | Principal Officer | **Staff responsible for:** | | 0 |
| This job description reflects the requirements of the LCC Technical/Professional Grade 6 Profile | | | | |

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| **Job Purpose** |
| |  | | --- | | An apprentice practitioner within the Trading Standards Service, to become proficient in delivering all routine aspects of the role. Primarily based within the Alcohol & Tobacco Team with a workload that requires the application of practical and procedural knowledge in relation to consumer protection legislation and the investigation of illicit vapes and tobacco. The role may require work to be undertaken in other areas of the Trading Standards Service such as undertaking Age Restricted Sales test purchasing exercises. Eventually progressing via the CTSI Qualification Framework to become qualified as a Trading Standards Officer.  Using analytical and judgement skills you will learn to effectively investigate complaints, interpret information and take action against businesses dealing in illicit and non-compliant products. You will develop to ensure high levels of business compliance and support our partners from other law enforcement services or regulators to achieve common goals.  Developing to provide comprehensive assistance and advice to the business community to maintain and promote compliance with legislation including assisting with training and presentations to non-compliant businesses and partner agencies.  Developing to take appropriate enforcement action in line with the Council’s enforcement policy up to and including court where non compliances are found.  The workload is intelligence led and of varying complexity. Independent decision making is required with more complex matters often completed under the direction of a more senior officer. | |
| **Accountabilities/Responsibilities** |
| Developing to conduct detailed investigations into alleged breaches of Trading Standards legislation, obtaining written witness statements, interviewing witnesses and defendants, and using the resources available to you to gather evidence effectively.  Developing to manage a caseload of complaints and service requests investigating allegations of non-compliance with relevant legislation. Producing high quality criminal prosecution reports, in line with the Council’s Enforcement Policy and be able to give evidence in Court.  Developing to provide comprehensive assistance and advice to businesses to support compliance and carry out routine assessments and inspections to ensure full compliance.  Collating and analysing technical data from a variety of sources and interpreting findings for review by more senior colleagues. May include producing ad hoc reports, press releases or project work.    Developing to provide information, advice and guidance to customers by interpreting legislation, using established procedures, using technical experience and/or by applying best practice relevant to Trading Standards functions.  Developing to assist with contributing to business planning of the service and contribute to specific projects, surveys, and inspection programmes.  Regularly communicate with other agencies and service providers to share information, build working relationships and to ensure joined up service provision.  Suggest improvements to current working methods to contribute to improvements in service delivery.  To carry out duties with due regard to confidentiality and data protection regulations.  In accordance with the Council's Policy, the jobholder will undertake such additional duties as may be determined by their manager, up to a level reasonably commensurate with the level of this post. |
| **Other** |
| * **Equal Opportunities**   We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.   * **Health and safety**   All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.   * **Customer Focused**   We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times. |
| **Our Values** |
| **We expect all our employees to demonstrate and promote our values:**   * **Supportive**   We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.   * **Innovative**   We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.   * **Respectful**   We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.   * **Collaborative**   We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone. |

**Person Specification**

***Trading Standards Service Officer (Grade 6)***

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

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| This person specification reflects the requirements of the LCC Technical/Professional Grade 6 profile. |
| **Qualifications** |
| Willingness and capability to gain relevant qualifications through L6 Trading Standards Apprenticeship **(*Subject to minimum entry requirements Level 2 - Grade 4 English and Maths)***  An assessment may take place to determine suitability to undertake relevant learning and training. |
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| **Experience** |
| Experience or the ability to demonstrate working independently and as part of a team.  Experience or the ability to demonstrate, independently dealing with a broad range of tasks, finding solutions and the ability to take on an increasingly complex workload and caseloads under the supervision and direction of a more senior officer.  The ability to demonstrate knowledge or with experience of working in regulatory services and law enforcement agencies.  Ability to gain experience and understanding of working with relevant specialised systems, equipment and/or IT software commonly used across Trading Standards Services/Public Sector Organisations. |
| **Essential knowledge, skills & abilities** |
| An understanding of Trading Standards work and relevant legislation, with a particular focus on Illicit vape and tobacco enforcement, including Tobacco and Related Products Regulations, Trade Marks Act, Children and Young Peoples Act ,[Children and Young Persons (Protection from Tobacco) Act 1991](https://www.legislation.gov.uk/ukpga/1991/23/contents),Tobacco Advertising and Promotion (Display) (England) Regulations ,Tobacco Advertising and Promotion (Display of Prices) (England) Regulations 2010;  Knowledge of consumer law / civil legislation to assist complaints and investigation resolution.  Knowledge and understanding of the work practices, systems, processes, and procedures relevant to Trading Standards, and an awareness of the Council policies relating to Trading Standards. |
| Analytical and problem-solving capability enabling you to carry out a varied workload, without close supervision. |
| An excellent communicator who can build and maintain effective networks and relationships, including multi-agency and partnership working, members of the public, team members and other council services. |
| Understanding of the use of technical and professional expertise, as well as interpersonal skills to influence others’ behaviour.  Able to plan own study relevant to the Level 6 Trading Standards Degree apprenticeship. |
| In addition to the skills knowledge and experience described above, you may be required to work across other areas of the service or undertake a lower graded role as appropriate.  You will be willing to work outside of core hours, this is anticipated to be between 5-10 pm on a fortnightly rota as well as some occasional weekend working by arrangement.  As you will be learning on the job, this role isn’t suitable to be working for home a lot of the time and you will be required to work at County Hall, Preston.  A full driving licence is essential, as is the use of a car to travel around the county , however fleet vehicles. can be used for work purposes. |
| **Other essential requirements** |
| * Commitment to equality and diversity. |
| * Commitment to health and safety. |
| * Always display the LCC values and behaviours and actively promote them in others. |
| * This is an essential car user post   *You will be required to provide a car for use in connection with the duties of this post and must be insured for business use*. *In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive* |