**Job Description**

***Grade 8 – Trading Standards***

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| **Service:** | Trading Standards and Scientific Services. | **Team:** | Trading Standards | |
| **Location:** | Preston – Hybrid (County Hall and Homeworking) | | | |
| **Salary range:** | **2 Year Fixed Term Contract** **ending 31.05.2027**  £35235 - £ 39513 | **Grade:** | | 8 |
| **Reports to:** | Principal Officer | **Staff responsible for:** | | 0 |
| This job description reflects the requirements of the LCC Technical/Professional Grade 8 Profile | | | | |

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| **Job Purpose** |
| |  | | --- | | Highly experienced practitioners dealing with criminal investigations within the Trading Standards Service, proficient in delivering all routine aspects of the job. Primarily based within the Fair Trading Team with a workload that requires the application of both applied and theoretical knowledge. The role may require work to be undertaken in other areas of the Trading Standards Service.  The role is typically reactive whilst working within clearly established service and professional guidelines. Independently and proactively applying judgment and analysis to identify alternative solutions, resolve complaints or progress routine Trading Standards investigations. Workload is of varying complexity with more complex matters often completed under the direction of a more senior officer.  Increasingly involved in non-routine work e.g. supporting less experienced staff or undertaking project work with support of more senior members of staff. Communication skills are important as role holders will be interacting with internal and external customers regularly. | |
| **Accountabilities/Responsibilities** |
| |  |  |  |  | | --- | --- | --- | --- | | |  | | --- | | Select appropriate procedures and courses of action to independently carry out more complex tasks of an increasingly higher risk nature (e.g. investigations, complaint resolution, inspections, assessments, projects) within Trading Standards to produce the required output to meet service requirements.  Undertake specialized technical and analytical support activities to assist professional colleagues in delivering more complex services.  Collate and analyse technical data from a variety of sources and interpret findings for review by more senior colleagues. May include producing ad hoc reports or project work.  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.  Provide on the job training, mentoring and guidance to less experienced members of staff to ensure they can develop the necessary skills to deliver in their role.  Regularly communicate with other agencies and service providers to share information, build working relationship and to ensure joined up service provision.  Suggest improvements to current working methods to contribute to improvements in service delivery. | |  | |  | | |
| **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***

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 8 profile. |
| **Qualifications** |
| Recognised professional qualification within Trading Standards. (DCATS, Diploma in Trading Standards, or equivalent)  OR  Working towards a professional qualification with sound practical experience.  OR  Graduate entry level with sound practical experience  OR  Technical expertise and knowledge obtained through experience in law enforcement or similar environments |
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| **Experience** |
| Experience of working independently and as part of an investigations team.  Experience in independently dealing with a broad range of routine Trading Standards or associated law enforcement issues and the ability to take on an increasingly complex caseload under the supervision and direction of a more senior officer.  Experience of working with relevant specialised systems, equipment and/or IT software commonly used across Trading Standards Services. |
| **Essential knowledge, skills & abilities** |
| Proven track record of undertaking criminal/civil investigations or conducting other forms of relevant investigation resulting in the preparation of high-quality investigation files.  Up to date knowledge of relevant legislation, with a particular focus on consumer protection and fair trading including, doorstep crime investigations, counterfeit investigations, underage sales initiatives, estate agent and letting agency casework, along with a working knowledge of civil legislation to assist complaints and investigations resolution.  Knowledge and understanding of the work practices, systems, processes and procedures relevant to Trading Standards, and an awareness of the Council policies and services related to Trading Standards. |
| Analytical and problem-solving capability enabling you to carry out a varied workload, and undertake routine complaints investigation, provide advice and undertake projects within limited supervision.  Able to informally train and mentor less experienced team members. |
| Build and maintain effective networks and relationships, including multi-agency and partnership working, members of the public, team members and other council services.  A understanding of the professional, regulatory, statutory and corporate frameworks/standards relevant to Trading Standards, including Enforcement Policies and the Regulators Code, CPIA, PACE and the RIPA frameworks. |
| Ability to utilise technical and professional expertise, as well as interpersonal skills to influence others’ behaviour. |
| 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. |
| **Other essential requirements** |
| * Commitment to equality and diversity. |
| * Commitment to health and safety. |
| * Display the LCC values and behaviours at all times 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.* |