

## Kent County Council

### Job Description: *Imports Compliance Officer, Trading Standards*

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| <b>Directorate:</b>    | <b>Growth, Environment and Transport</b>                   |
| <b>Division:</b>       | <b>Growth, Communities and Environment</b>                 |
| <b>Group:</b>          | <b>Public Protection</b>                                   |
| <b>Location:</b>       | <b>Dover</b>                                               |
| <b>Grade:</b>          | <b>KR6</b>                                                 |
| <b>Responsible to:</b> | <b>Operations Manager, Consumer and Public Safety Team</b> |

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#### **Purpose of the Job:**

Provide the initial Trading Standards response to goods imported through Kent Ports, whether referred by external agencies or identified through proactive market surveillance to ensure compliance with relevant consumer protection law.

#### **Main duties and responsibilities:**

1. Provide that Trading Standards response for import referrals from UK Border Force and Office for Product Safety (OPSS), Single Point of Contact (SPOC) and other agencies. Maintain an effective, flexible response to proactive work when required. Supervise and use data systems where available to assist with this targeting, co-ordinating feedback to partner agencies to improve the intelligence process.
2. Effectively communicate with importers and agents to determine if goods at the border are compliant with current legal requirements through detailed examination of documentation provided by the importer and/or by examination of goods at the port of entry.
3. Where necessary conduct physical examination goods, to include the lifting, opening and searching of loads.
4. Consult with senior qualified Trading Standards Staff where appropriate, to prevent or allow the entry of goods that do not comply with product safety legislation, with or without conditions and within a set timeframe.
5. Accurately record each referral on service computer systems, to include links to key documentation, as well as and time recording to enable the provision of management information reports to be submitted to the Operational Manager, Principal Trading Standards Officer (PTSO) and intelligence unit.
6. Work alongside Trading Standards Officers within the team during visits to the port and assist with their investigations ensuring that updates and new information is entered onto the service database accurately and promptly.

7. Analyse and interpret information to identify trends and patterns in imported goods and importers of interest ensuring those identified are reported to the intelligence unit and reported to the Operational Manager as required.
8. Monitor and maintain the emailed referrals to Trading Standards, working with the other Import Compliance Officers to provide a response within the set time frame, ensuring updates and new information is entered to the central system to allow all Import Compliance Officer team members to act on as required.
9. Maintain an effective working relationship with all partners in particular the OPSS SPOC team, Border Force and Port Authorities.
10. Adhere to Health and Safety, Data Protection, Equal Opportunities, Freedom of Information legislation and ensuring compliance with appropriate local procedures.
11. To undertake other duties commensurate with the nature, level of responsibility and grading of this post as may be required.

## Kent County Council

### Person Specification: *Imports Compliance Officer, Trading Standards*

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The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

|                             | <b>CRITERIA</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
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| <b>QUALIFICATIONS</b>       | GCSEs (or equivalent) in Maths and English grade C/4 or above                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>EXPERIENCE</b>           | Quality assurance or audit work (desirable)<br><br>Working in teams with joint responsibility for service delivery.<br><br>Experience of managing and interrogating data.<br><br>Experience of using databases.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>SKILLS AND ABILITIES</b> | Demonstrable customer service skills<br><br>Ability to read and interpret complex information and documents and provide feedback to team members.<br><br>Able to work flexibly and respond quickly to changing demands and priorities, with a creative approach to problem solving.<br><br>Ability to manage and prioritise own workload.<br><br>Possess a high level of computer literacy, including use of MS Office Products, and the interrogation of databases and the internet.<br><br>Demonstrable standard of numeracy and literacy skills and the ability to handle statistics.<br><br>Accuracy and attention to detail.<br><br>Possess effective written and verbal communication skills and demonstrate the ability to disseminate reports in an accurate and timely manner.<br><br>Ability to adhere to strict procedures.<br><br>Ability to always observe confidentiality.<br><br>The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential. |

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| <b>KNOWLEDGE</b>                          | <p>Knowledge of manual handling rules and techniques</p> <p>Knowledge of Trading Standards laws and safety standards on goods. (desirable).</p> <p>Knowledge of Data Protection legislation (desirable).</p> <p>Knowledge of the UK Law Enforcement environment (desirable).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>BEHAVIOURS<br/>AND<br/>KENT VALUES</b> | <p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing; we accept and offer challenge.</li> <li>• We are <b>curious</b> to innovate and improve.</li> <li>• We are <b>compassionate</b>, understanding and respectful to all.</li> <li>• We are <b>strong together</b> by sharing knowledge.</li> <li>• We are all <b>responsible</b> for the difference we make.</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile.</p> <p><b>Curious</b> - constantly learning and evolving.</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions.</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making.</p> |