

## Kent County Council

### Job Description: *Trading Standards Officer*

---

**Directorate:** Growth, Environment and Transport

**Unit/Section:** Trading Standards

**Grade:** KR10

**Responsible to:** Operations Manager

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

To fulfil an integral role in the Trading Standards service, enforcing and providing advice and guidance on a wide range of legislation to ensure there is a fair and safe trading environment in Kent

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

- Actively contribute towards the delivery of the Trading Standards business plan through enforcement of trading standards legislation including the provision of complex advice to businesses and working with partner organisations across a broad range of regulatory subjects.
- Maintain a comprehensive knowledge of Trading Standards legislation, following all statutory and professional codes of practice, standard operating procedures, legal rules, and workplace practices ensuring this knowledge is shared with colleagues where appropriate.
- Research and interpret complex areas of Trading Standards legislation to provide timely and effective enforcement, assist compliance, give business advice or respond to any other legislative issue raised with the Service.
- Plan and coordinate compliance and enforcement activities, including resource management and basic budget control, preparation of documents (briefings, risk assessments, HRA and Court applications etc.), lead on targeted multi-agency operations and manage communication with stakeholders.
- Conduct and manage investigations within the scope and delegated powers of the Service, following all reasonable lines of enquiry, acting as the single point of contact for witnesses, victims, suspects, and defence teams. Prepare reports and associated schedules for consideration of court proceedings. Attend court and other quasi-judicial hearings where necessary.
- Input data onto the Trading Standards information management systems in accordance with data management protocols, ensuring records of all activity undertaken are accurate, and lawfully retained.
- Gather and submit intelligence in a timely manner to the Intelligence Team, using appropriate forms in accordance with standard operating procedure, following the Intelligence-led operating model.
- Contribute to the continuous improvement and future development the Service working with colleagues, partners, stakeholders, including representing Kent at regional and national forums and working with internal and external partners on project delivery.
- Deliver and cascade training from national bodies, government departments, regional organisations, and other agencies, briefing and training staff accordingly.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

## Kent County Council

### Person Specification: *Trading Standards Officer*

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>
<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Diploma Level 4 (or equivalent)</li><li>• DCATS qualification (or equivalent).</li><li>• Holds ECDL or equivalent IT qualification or can demonstrate equivalent level of skill.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• Proven experience of working in the Trading Standards and consumer protection sector.</li><li>• Proven experience of carrying out multiple audits to a very high standards and recommending best practice to improve services.</li><li>• Proven experience of supporting junior staff on complex investigations and cases including providing advice and guidance on a specialism subject area.</li><li>• Proven experience of leading investigations from start to finish and identifying best practices to improve services including interviewing under caution, executing a warrant, and attending court.</li><li>• Proven experience of leading a project with clear goals and delivering demonstrable outcomes, involving external partner agencies.</li></ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"><li>• Ability to work effectively with only minimal supervision.</li><li>• Ability to interpret legislation including a specialist subject area and provide practical, training to colleagues.</li><li>• Excellent IT skills – ability to use a wide range of databases to record information accurately.</li><li>• Excellent communication and written skills.</li><li>• Ability to innovate and willingness to work with the Group Business Development team on service improvement initiatives.</li><li>• Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day.</li><li>• Commitment to equalities and promotion of diversity in all aspects of working.</li><li>• A Full UK Driving Licence – The Council is committed to making reasonable adjustments so whilst this job requires the jobholder to drive your application will still be considered if you are unable to drive due to a disability.</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Extensive knowledge of relevant policy and procedure within KCC and Trading Standards.</li><li>• Extensive knowledge and understanding of the relevant legislative frameworks.</li><li>• Knowledge of the National Intelligence Model and its principles.</li><li>• Extensive knowledge of Trading Standards' work impacting on other KCC teams and services, including Members.</li><li>• Awareness and extensive knowledge of marketing, social media, and public relations (PR) and its role in delivering local government services.</li></ul>

**KENT VALUES  
AND CULTURAL  
ATTRIBUTES**

**Kent Values:**

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making