

## Kent County Council

### Job Description: *Trading Standards Officer KR8*

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<b>Directorate</b>	<b>Growth, Environment and Transport</b>
<b>Unit/Section</b>	<b>Public Protection</b>
<b>Grade</b>	<b>KR8</b>
<b>Responsible to</b>	<b>Operations Manager</b>

#### **Job Purpose**

As an Officer of the Trading Standards service, enforcing a wide range of legislation and advising businesses to ensure there is a fair and safe trading environment in Kent

#### **Accountabilities**

1. Actively contribute towards delivery of the Trading Standards business plan by participating in a range of Trading Standards activities ensuring targets and taskings are completed to the highest standard. Work across teams and geographical areas to achieve desired outcomes.
2. Maintain a comprehensive knowledge of Trading Standards law and appropriate European law to ensure all activity undertaken is lawful, and that advice to consumers and businesses remains current, appropriate and accurate.
3. Follow all statutory and professional policies, procedures and work practices to ensure all activity is provided in a professional, effective and efficient manner to all service users.
4. Input data onto the information management systems used by Trading Standards to ensure accurate records of all activity undertaken are maintained, and are accurate, lawful and fit for legal challenge. Adhere to all data management protocols.
5. Contribute to the future development and continuous improvement of the service working with colleagues and relevant partners, and with the Public Protection Group Business Development Team.
6. Work to and promote the Intelligence-led operating model and fully subscribe to the Tasking & Coordination Process. Proactively gather and report intelligence during the course of all duties and completion of all taskings. Ensure information is accurate, of the highest quality and submitted to the Intelligence Team in a timely manner and in the appropriate format.
7. Support, encourage and motivate junior staff, providing professional advice and guidance as appropriate.

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### Person Specification: *Trading Standards Officer KR8*

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>	Diploma Level 3 (or equivalent)  GCSE English and Maths (grade C and above) or equivalent
<b>Experience</b>	Experience of working in a Regulatory or Criminal Enforcement environment.  Experience of carrying out audits to a high standard.  Experience of working with partner agencies  Experience of working on projects and investigations with minimal management supervision  Experience of supporting staff on cases.  Experience of conducting investigations from start to finish  Experience of using IT including MS Office and databases
<b>Skills and Abilities</b>	Ability to work effectively with only minimal supervision.  Ability to provide advice and assistance to colleagues and members of the public.  Ability to interpret legislation and provide clear and accurate legal advice e.g., to businesses  Good IT skills – ability to use a wide range of databases to record information accurately.  Good verbal and written communication skills.  Ability to innovate.  Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day  Commitment to equalities and promotion of diversity in all aspects of working.

<b>Knowledge</b>	<p>Good knowledge of relevant policy and procedure within KCC and Trading Standards.</p> <p>Good knowledge and understanding of the relevant legislative frameworks.</p> <p>Good knowledge of key statutory controls including disclosure, protection of freedoms, PACE, CPIA, CPIA, and HRA</p> <p>Knowledge of the National Intelligence Model and its principles.</p> <p>Awareness of marketing, social media and public relations (PR) and its role in delivering local government services.</p>
<b>Behaviours and Kent Values</b>	<p>These are the values that we demonstrate ourselves, see around us and collectively and individually strive for:</p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing; we accept and offer challenge.</li> <li>• We are curious to innovate and improve.</li> <li>• We are compassionate, understanding, and respectful to all.</li> <li>• We are strong together by sharing knowledge.</li> <li>• We are all responsible for the difference we make.</li> </ul> <p>These cultural attributes are aspirational – they do not describe our current culture and we will need to be intentional about how we develop our culture over time:</p> <ul style="list-style-type: none"> <li>• Compassionate &amp; inclusive</li> <li>• Working together – building and delivering for the best interests of KCC</li> <li>• Externally focused – residents, families, and communities at the heart of decision making.</li> <li>• Flexible/agile – willing to take (calculated) risks.</li> <li>• Empowering – our people take accountability for their decisions and actions.</li> <li>• Curious – constantly learning and evolving.</li> </ul>