

Kent County Council

Job Description: Cosmetics Treatments Compliance Officer

Directorate:	Growth, Environment and Transport
Unit/Section:	Community Protection/Trading Standards
Grade:	KSD
Responsible to:	Operations Manager (Compliant Markets)

Purpose of the Job:

To enforce legislation controlling the growing market for cosmetic procedures, such as Botox, fillers, nasal tanning sprays, tanning drops, and other emerging treatments. This includes sales methods, pricing and descriptions applied ensuring the compliance of this marketplace. The role aims to protect residents in Kent by ensuring responsible service provision and compliance with regulations, particularly regarding age-restricted beauty treatments.

Main duties and responsibilities:

1. Identify and understand the Kent marketplace for cosmetic treatments, mapping products and services, and developing age-related guidance for practitioners to reduce the risk of illegal provision to those under age .
2. Work with the Intelligence Team to review local problem profiles, recommend action plans, and support partner agencies in identifying persons and premises of interest. Engage with professional bodies, local council HSE officers, and other partners.
3. Deliver compliance advice to businesses, including cross-cutting issues for other age-related products. Promote responsible service provision, ensure no under-18s receive age-restricted treatments, and support compliance with regulations and best practice.
4. Conduct compliance visits, act on complaints and intelligence, and organise/conduct test purchase operations (remote or initial consultation only) to assess compliance, including Challenge 25 checks.
5. Serve as the main liaison for partner agencies, planning and implementing interventions, and joining partner-led operations.
6. Review legislative developments and best practice to ensure current, effective service delivery.
7. Record all activity on appropriate systems/databases, provide timely feedback,
8. Proactively gather and report intelligence in all duties, supporting the intelligence-led operating model and ensure accurate reporting to the Intelligence Team.

9. Working with the Communications Team, develop a social media presence to engage and educate users, encourage reporting of risky providers, and build intelligence for targeted action.
10. Contribute to regular reviews and reports, measuring outcomes and refining the programme as needed

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.

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Person Specification: Cosmetics Treatments Compliance 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.

	CRITERIA
QUALIFICATIONS	GCSE English and Maths minimum grade C or level 4
EXPERIENCE	- Experience of working on defined tasks - Experience of using IT including MS Office and databases.
SKILLS AND ABILITIES	- Ability to work independently - Provide advice to businesses/partners - Strong IT and verbal communication skills - Ability to influence behaviour - Manage time and travel across the county - Commitment to equalities and diversity
KNOWLEDGE	- Knowledge of KCC and Trading Standards policy/procedure - Understanding of relevant legislative frameworks; - Awareness of legislation on age-related products, especially Botox/fillers
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
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