Kent County Council
Job Description: *Trading Standards Officer*

Directorate: **Growth, Environment and Transport**

Unit/Section: **Regulatory Services**

Grade: **KSF**

Responsible to: **Operations Manager**

Purpose of the Job:

As an Officer of 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:

- The following accountabilities are generic to all Trading Standards Officers. Work will vary in complexity and will be allocated to officers at the appropriate grade taking into account the level of knowledge and skills required.

- Actively contribute towards delivering 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.

- 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.

- 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.

- Contribute to the continuous improvement (including the creation and updating of standard operating procedures) and future development the Service working with colleagues, partners, stakeholders, and the Innovation, Business and Intelligence team, including representing Kent at regional and national forums and working with internal and external partners on project delivery.

- Gather and submit intelligence in a timely manner to the intelligence unit, using appropriate forms in accordance with standard operating procedure, following the Intelligence-led operating model..

- Support, encourage and motivate junior staff, providing professional advice and guidance as appropriate.

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.

	CRITERIA
QUALIFICATIONS	• Diploma Level 3 (or equivalent) • GCSE English and Maths (grade C and above) or equivalent
EXPERIENCE	• Experience of working in a Regulatory or Criminal Enforcement environment required. • 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
SKILLS AND ABILITIES	• 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.
KNOWLEDGE	• Good knowledge of relevant policy and procedure within KCC and Trading Standards. • Good knowledge and understanding of the relevant legislative frameworks. • Good knowledge of key statutory controls including disclosure, protection of freedoms, PACE, CPIA, and HRA • Knowledge of the National Intelligence Model and its principles. • Awareness of marketing, social media and public relations (PR) and its role in delivering local government services.
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