

Kent County Council

Job Description: *Imports Compliance Officer – Entry Level, Trading Standards*

Directorate:	Growth, Environment and Transport
Unit/Section:	Growth and Communities
Group:	Community Protection
Grade:	KR6
Responsible to:	Ports Team Manager

Purpose of the Job:

Provide the initial Trading Standards response to goods imported through the various Kent Ports, whether referred by external agencies or identified through proactive market surveillance are compliant with relevant consumer protection law and are safe for use by the public.

Main duties and responsibilities:

- Manage and progress a caseload cases within statutory deadlines. Assessing the compliance of imported products through examination of safety documentation and test reports, conducting open source research, to assess risk and where appropriate conduct physical inspections of the imported goods to ensure compliance with the relevant safety legislation and standards. Updating, modifying and maintaining case records providing a clear audit trail to decision making, using correct coding to ensure management information reports can be extracted and reported upon at local, regional and national levels.
- Issue of legal notices to refuse entry of non-compliant and dangerous items to the UK marketplace following agreement of Ports Team Supervisor or Manager or qualified Trading Standards staff. Where directed seize and exhibit products and documentation in support of criminal offences and the provision of witness statements
- Ensure all referrals are accurately recorded on service IT systems to include links to key documentation, as well as time recording to enable the provision of management information reports to be submitted to the Imports Compliance Manager and ensure that the information can be referenced with future referrals.
- Input and update national databases with cases of non-compliant and dangerous products have been identified to help inform the UK national intelligence picture to help contribute and inform changes to national policy and legislation.

- Act as the point of contact for product safety enquiries from importers and their representatives as well as customs agents, providing a response within set timescales. Where appropriate signpost the enquirer to relevant product safety information and referring complex enquiries to the appropriate person within the Ports Team, wider Trading Standards Service or Partner Agency.
- Liaise and work alongside partner agencies such as the Office for Product Safety and Standards (OPSS), HM Revenue & Customs, Border Force and Port Health to create effective UK Border controls, including the receipt of referrals, provision of advice and guidance and supporting joint activity at the various ports of entry into the UK within the county of Kent.
- Maintain an UpToDate working knowledge of relevant regulations, policies and procedures.
- Adhere to Health & Safety, Data Protection, Equal Opportunities, Freedom of Information legislation and ensuring compliance with local procedures.

The post holder is expected to support and demonstrate our values

Open

- Act with integrity, honesty and transparency.
- Demonstrate healthy attitude to risk.
- Welcome and expect change and evolving technology.
- Work in new ways.
- Be willing to learn.
- Work as a whole council.
- Treat people fairly and with respect.

Invite contribution and challenge

- Work collaboratively to find new solutions.
- Innovate.
- Put the interests and wellbeing of customers first.
- Be open to challenge.
- Actively encourage and expect contribution.

Accountable

- Do more for yourself.
- Take personal and professional responsibility for your actions and performance.
- Deliver at pace.
- Focused on outcomes.

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: *Imports Compliance Officer, Trading Standards*

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	Level 2 qualification or equivalent in English and Mathematics.
EXPERIENCE	Quality assurance or audit work. Working in a team environment with joint responsibility for service delivery
SKILLS AND ABILITIES	Ability to prioritise, workloads to meet deadlines and respond effectively to changing demands in a fast paced environment. Read, analyse and interpret complex information and documentation and apply relevant policy and legislation, adhering to procedures providing transparent audit trails to decision making. Manage challenging and confrontational situations and difficult conversations professionally and sensitively. Proven IT literacy and ability to use and interrogate databases and online resources to extract information and produce reports, witness statements and management information. Ability to work on own initiative and as part of a team. Providing support guidance and share experiences with colleagues. Possess effective written and verbal communication skills, adapting communication style as required. Demonstrable standard of numeracy and literacy with an ability to handle basic statistics with an attention to detail and an ability to disseminate reports in an accurate and timely manner. 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.
KNOWLEDGE	Knowledge of manual handling rules and techniques. Working knowledge of Microsoft IT applications.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: <ul style="list-style-type: none">• 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

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)