Kent County Council

Job Description: High Street Organised Crime Trading Standards Enforcement Officer

Directorate:	**Growth, Evironment and Transport**
Unit/Section:	**Trading Standards**
Grade:	**KSF**
Responsible to:	**Operations Manager**
Contract	**Fixed term to April 2029**

Purpose of the Job:

To act as the Trading Standards enforcement representative within a High Street Organised Crime Unit, working alongside Kent Police and other partner agencies to identify, investigate and disrupt high street businesses and premises linked to organised criminality, illicit trade, money laundering and associated unlawful activity.

The postholder will undertake targeted enforcement activity using relevant Trading Standards powers and procedures. They will be responsible for assessing potential breaches, gathering and evaluating evidence, identifying the appropriate enforcement response and progressing regulatory or criminal action where necessary, including working with partner agencies. Previous enforcement experience and the ability to operate confidently in an enforcement environment are key requirements of the role. Knowledge of Trading Standards legislation is desirable, although this can be developed through structured training, practical experience and supervision

Main duties and responsibilities:

- Work as the Trading Standards representative within the High Street Organised Crime Unit and contribute to joint tasking, operational briefings, debriefs and performance reviews.
- Undertake intelligence-led compliance visits, inspections, test purchases, disruption activity and enforcement operations at retail and other high street premises .
- Identify, examine and take appropriate action in relation to illegal, counterfeit, unsafe or non-compliant goods, including tobacco, vapes, and other consumer products encountered during operations.
- Use relevant statutory powers lawfully, safely and proportionately, including powers of entry, inspection, examination, seizure and evidence gathering where applicable.
- Identify breaches of Trading Standards legislation, assess the circumstances and determine the most appropriate intervention, including whether Trading Standards should take action, another agency is better placed to intervene, or a joint or coordinated approach is required.Investigate suspected offences by pursuing reasonable lines of enquiry, obtaining statements and exhibits, preparing case files and supporting prosecution, civil, licensing or closure action as appropriate.
- Provide clear, accurate and proportionate compliance advice, warnings and notices to businesses, while maintaining an enforcement focus where non-compliance or criminality is identified.

- Gather, evaluate, develop and submit intelligence, including information about premises, ownership, associated persons, supply chains, repeat offending and links between businesses.
- Work effectively with Kent and Essex Police, the Home Office programme, Borough Council, HMRC, Immigration Enforcement, Companies House, the NCA and other partners where there is a lawful and proportionate role.
- Support evidence packages and lawful referrals for licensing reviews, closure action, financial investigation, police activity or other partner interventions.
- Maintain accurate and timely records on relevant case-management, intelligence and reporting systems, complying with information governance, disclosure and evidential requirements.
- Complete programme returns for each premises visited and record activity, outcomes and follow-up action in accordance with Home Office and local reporting requirements.
- Monitor repeat premises and support follow-up interventions to assess sustained compliance and disruption outcomes.
- Maintain professional knowledge of relevant legislation, codes of practice, operational procedures and emerging high street organised crime methods, sharing learning with colleagues and partners.
- Work flexibly across teams and geographical areas, including occasional work outside normal office hours, to meet operational requirements.
- Follow lone-working, personal safety, evidence handling, data protection and operational risk procedures at all times.
- Undertake any other duties consistent with the level and purpose of the post.

Operational activity and reporting

The postholder will contribute to agreed programme measures. Depending on the activity undertaken, records may include:

- premises visited, business type, address, agencies present, source of tasking and entry powers used;
- action taken where no immediate enforcement outcome is achieved, including follow-up activity;
- goods seized, including the type, quantity and estimated value of cigarettes, hand-rolling tobacco, vapes and other illegal or counterfeit products;
- cash or other assets identified or seized by the appropriate agency;
- verbal or written warnings, statutory notices, fixed penalty notices and further enforcement under consideration;
- closure action supported, evidence packages prepared, intelligence submissions and referrals made;
- outcomes from repeat-premises monitoring and partner action.

Key working relationships & partners

- Kent County Council Trading Standards operational, intelligence, legal and management teams.
- National Trading Standards and regional Trading Standards partners
- Kent and Essex Police High Street Crime Team and wider Serious Crime Directorate.
- Districts & Borough Councils and other relevant local authority services.
- Home Office HSOCU, HMRC, Immigration Enforcement, Companies House, the National Crime Agency and other enforcement or regulatory partners.

- Retail businesses, employees, landlords, professional advisers, witnesses and members of the public.

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: High Street Organised Crime Trading Standards Enforcement 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 at grade C / level 4 or equivalent, or demonstrable equivalent ability. A relevant enforcement, investigation, regulatory compliance or Trading Standards qualification, or willingness to work towards one.
EXPERIENCE	Substantial practical experience in a regulatory, criminal, civil or other enforcement environment. Experience conducting visits, inspections, searches or enforcement interventions and managing challenging situations professionally. Experience gathering, recording and presenting evidence to an appropriate legal standard. Experience working with partner agencies on planned operations, investigations, or problem-solving activities. Experience using IT, case-management systems,i, or databases to maintain accurate records and produce reports. Experience working with retail businesses or other high street premises. Experience applying Trading Standards legislation or working within a Trading Standards service is desirable. Experience involving illicit tobacco, vapes, counterfeit goods, unsafe products, age-restricted sales or organised crime disruption.
SKILLS AND ABILITIES	Able to make sound and proportionate enforcement decisions and clearly explain the reasons for the action taken. Able to identify breaches of legislation and determine the most appropriate response, including whether action should be led by Trading Standards, another agency, or undertaken jointly with partners Strong verbal and written communication skills, including the ability to engage effectively with businesses, suspects, witnesses and partner officers.

	Able to work independently with minimal supervision and as part of a multi-agency operational team. Able to plan and manage a varied workload, respond to changing priorities, and meet evidential and reporting deadlines. Able to handle conflict, resistance, and sensitive information calmly and professionally. Able to travel across a wide geographical area and work flexibly, including outside normal office hours when required. Commitment to equality, inclusion and fair, consistent enforcement. 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	Understanding of enforcement and investigation principles, including evidence continuity, disclosure, proportionality, human rights and data protection. Understanding intelligence-led working and lawful information gathering and sharing. Working knowledge of relevant Trading Standards legislative frameworks and enforcement powers is desirable Awareness of high street organised crime, illicit trade, cash-rich businesses, money laundering indicators and the roles of partner agencies. Knowledge of PACE, CPIA, RIPA, and associated codes and procedures relevant to the role.
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

Job description note

This job description is intended to describe the main duties of the post. It may be amended from time to time, without changing the level of responsibility appropriate to the grade, to reflect operational and programme requirements.