

## Kent County Council

### Job Description: Senior Imports Compliance Officer, Trading Standards

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<b>Directorate:</b>	<b>Growth, Environment and Transport</b>
<b>Division:</b>	<b>Environment, Planning and Enforcement</b>
<b>Group:</b>	<b>Public Protection</b>
<b>Location:</b>	<b>Ashford</b>
<b>Grade:</b>	<b>KR8</b>
<b>Responsible to:</b>	<b>Ports Manager</b>

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#### **Purpose of the Job:**

To supervise the day-to-day activity of the Trading Standards response to goods imported through Kent Ports, whether referred by external agencies or identified through proactive market surveillance to ensure compliance with relevant consumer protection law, reporting to and deputising for the Imports Compliance Manager

#### **Main duties and responsibilities:**

1. Manage and co-ordinate the response for import referrals from UK Border Force and Office for Product Safety (OPSS), Single Point of Contact (SPOC) and other agencies.
2. Manage, develop, deploy and task the Ports Team Officers in a manner that delivers against operational requirements (to include mentoring and welfare).
3. Maintain an effective, flexible response to proactive work when required. Supervise and use data systems where available to assist with this targeting, co-ordinating feedback to partner agencies to improve the intelligence process.
4. Supervise, monitor and maintain the emailed referrals to Trading Standards and as directed by the Imports Compliance Manager, working with the other Import Compliance Officers to provide a response within the set time frame, ensuring updates and new information is entered to the central system to allow all Import Compliance Officer team members to act on as required.
5. Develop working relationships with importers, agents and partner agencies to enable effective resolution of issues along with the development of systems and processes to create effective working practices.
6. Where necessary, support the team with the processing of referrals and carry out physical examination goods, which includes the lifting, opening and searching of loads.
7. Consult with the Imports Compliance Manager and qualified Trading Standards Staff where appropriate, to prevent or allow the entry of goods that do not comply with product

safety legislation, with or without conditions and within a set timeframe. Collate and feedback reasons for decisions to the team.

8. Monitor and ensure that each referral is accurately recorded on service computer 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, Principal Trading Standards Officer (PTSO) and intelligence unit.
9. Analyse and interpret information to identify trends and patterns in imported goods and importers of interest ensuring those identified are reported to the intelligence unit, OPSS and the Imports Compliance Manager as required.
10. Prepare written/visual reports and provide oral briefings as required.
11. Adhere to Health and Safety, Data Protection, Equal Opportunities, Freedom of Information legislation and ensuring compliance with appropriate local procedures.
12. To undertake other duties commensurate with the nature, level of responsibility and grading of this post as may be required by the Imports Compliance Manager, Operations Manager and Head of Trading Standards

**Kent County Council**  
**Person Specification:**

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The following outlines the minimum criteria for this post. Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	A level, level 3 or equivalent. Management
<b>EXPERIENCE</b>	Experience of supervision or management in a regulatory/ enforcement environment.  Experience of prioritising team members workload and collaborative working.  Previous enforcement experience.  Experience of working at a port.  Quality assurance or audit work
<b>SKILLS AND ABILITIES</b>	Demonstrable ability to identify priorities and manage resources to meet deadlines.  Demonstrable customer service skills.  Ability to read and interpret complex information and documents and provide feedback to team members.  Ability to manage and prioritise a large workload efficiently with the minimum of supervision.  Able to work flexibly and respond quickly to changing demands and priorities, with a creative approach to problem solving.  Possess a high level of computer literacy, including use of MS Office Products, and the interrogation of databases and the internet.  Demonstrable standard of numeracy and literacy skills and the ability to handle statistics.  Accuracy and attention to detail.

	<p>Possess effective written and verbal communication skills and demonstrate the ability to disseminate reports in an accurate and timely manner.</p> <p>Ability to adhere to strict procedures and take appropriate action where processes have not been followed.</p> <p>Ability to always observe complete confidentiality.</p> <p>The ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential.</p>
<b>KNOWLEDGE</b>	<p>Knowledge of Supervision or management techniques.</p> <p>Knowledge of manual handling rules and techniques.</p> <p>Knowledge of Trading Standards laws and safety standards on goods is desirable.</p> <p>Knowledge of Data Protection legislation</p> <p>Knowledge of the UK Law Enforcement environment</p>
<b>VALUES</b>	<p><b>Open</b></p> <ul style="list-style-type: none"> <li>• Act with integrity, honesty and transparency.</li> <li>• Demonstrate healthy attitude to risk.</li> <li>• Welcome and expect change and evolving technology.</li> <li>• Work in new ways.</li> <li>• Be willing to learn.</li> <li>• Work as a whole council.</li> <li>• Treat people fairly and with respect.</li> </ul> <p><b>Invite contribution and challenge</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively to find new solutions.</li> <li>• Innovate.</li> <li>• Put the interests and wellbeing of customers first.</li> <li>• Be open to challenge.</li> <li>• Actively encourage and expect contribution.</li> </ul> <p><b>Accountable</b></p> <ul style="list-style-type: none"> <li>• Do more for yourself.</li> </ul>

	<ul style="list-style-type: none"><li>• Take personal and professional responsibility for your actions and performance.</li><li>• Deliver at pace.</li><li>• Look for ways to save money.</li><li>• Look for commercial opportunities.</li><li>• Focused on outcomes.</li></ul>
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