

Kent County Council
Job Description: Trading Standards Officer

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| Job Title | Trading Standards Officer |
| Directorate | Growth, Environment and Transport |
| Unit/Section | Public Protection |
| Grade | KR8 |
| Responsible to | Operations Manager |

Job Purpose

As an Officer of the Trading Standards service, enforcing a wide range of legislation and advise businesses to ensure there is a fair and safe trading environment in Kent

Accountabilities

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.

1. 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.
2. Maintain a comprehensive knowledge of Trading Standards law and appropriate European law to ensure all activity undertaken is lawful, and that advice to consumers and businesses remains current, appropriate and accurate.
3. Follow all statutory and professional policies, procedures and work practices to ensure all activity is provided in a professional, effective and efficient manner to all service users.
4. Input data onto the information management systems used by Trading Standards to ensure accurate records of all activity undertaken are maintained, and are accurate, lawful and fit for legal challenge. Adhere to all data management protocols.
5. Contribute to the future development and continuous improvement of the service working with colleagues and relevant partners, and with the Public Protection Group Business Development Team.
6. Work to and promote the Intelligence-led operating model and fully subscribe to the Tasking & Coordination Process. Proactively gather and report intelligence during the course of all duties and completion of all taskings. Ensure information is accurate, of the highest quality and submitted to the Intelligence Team in a timely manner and in the appropriate format.

7. 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 his/her 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 | |
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| Qualifications | <p>Diploma Level 3 (or equivalent)</p> <p>GCSE English and Maths (grade C and above) or equivalent</p> |
| Experience | <p>Experience of working in a Regulatory or Criminal Enforcement environment required.</p> <p>Experience of carrying out audits to a high standard.</p> <p>Experience of working with partner agencies</p> <p>Experience of working on projects and investigations with minimal management supervision</p> <p>Experience of supporting staff on cases.</p> <p>Experience of conducting investigations from start to finish</p> <p>Experience of using IT including MS Office and databases</p> |
| Skills and Abilities | <p>Ability to work effectively with only minimal supervision.</p> <p>Ability to provide advice and assistance to colleagues and members of the public.</p> <p>Ability to interpret legislation and provide clear and accurate legal advice e.g. to businesses</p> <p>Good IT skills – ability to use a wide range of databases to record information accurately.</p> <p>Good verbal and written communication skills.</p> <p>Ability to innovate.</p> <p>Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day</p> <p>Commitment to equalities and promotion of diversity in all aspects of working.</p> |

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| Knowledge | <p>Good knowledge of relevant policy and procedure within KCC and Trading Standards.</p> <p>Good knowledge and understanding of the relevant legislative frameworks.</p> <p>Good knowledge of key statutory controls including disclosure, protection of freedoms, PACE, CPIA, CPIA, and HRA</p> <p>Knowledge of the National Intelligence Model and its principles.</p> <p>Awareness of marketing, social media and public relations (PR) and its role in delivering local government services.</p> |
| Behaviours and Kent Values | <p><u>Kent Values</u></p> <p>Open</p> <ul style="list-style-type: none"> • 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. <p>Invite contribution and challenge</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions. • Innovate. • Put the interests and wellbeing of customers first. • Be open to challenge. • Actively encourage and expect contribution. <p>Accountable</p> <ul style="list-style-type: none"> • Do more for yourself. • Take personal and professional responsibility for your actions and performance. • Deliver at pace. • Look for ways to save money. • Look for commercial opportunities. • Focused on outcomes. |