

Kent County Council

Job Description: *Imports Compliance Officer, Trading Standard*

Directorate:	Growth, Environment and Transport
Division:	Environment, Planning and Enforcement
Group:	Public Protection
Grade:	KR6
Responsible to:	Imports Compliance Manager, Consumer and Public Safety Team

Purpose of the Job:

Provide the initial 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.

Main duties and responsibilities:

1. To be responsible for managing and progressing your own caseload, to ensure regulatory deadlines are met, requesting information, assessing compliance and where appropriate refusing entry of items to the UK marketplace.
2. To assess product safety documentation to ensure compliance with relevant safety legislation and standards.
3. Where appropriate conduct the physical inspection of imported products, including the lifting, opening and searching of loads.
4. Monitor record and respond to the emailed referrals and enquiries to the Imports Compliance Team, working with other officers to provide a response within set timescales.
5. Ensure all referrals are 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 and ensure that the information can be referenced with future referrals.
6. Liaise and work with partner agencies such as the Office for Product Safety and Standards, Border Agency, HMRC and Port Health, to create effective border

controls, including the receipt of referrals reporting issues and provision of advice and guidance where appropriate.

7. Liaise and work with customs agents, importers and their representatives to resolve issues at the point of import, signposting them where appropriate to relevant product safety information.
8. Consult with qualified Trading Standards Staff where required, to prevent or allow the entry of goods that do not comply with the relevant product safety legislation
9. Prepare written/visual reports as required.
10. Maintain an UpToDate working knowledge of relevant regulations, policies, and procedures
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 either the Imports Compliance Manager, Operational Manager or Head of Trading Standards.

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Person Specification: *Imports Compliance Officer, Trading Standard*

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

	CRITERIA
QUALIFICATIONS	Educated to GCSE level 4 or equivalent in English and Mathematics
EXPERIENCE	Working in teams with joint responsibility for service delivery. Proven experience of managing and interrogating data. Proven experience of using databases. Experience of quality assurance or audit work.
SKILLS AND ABILITIES	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. Ability to prioritise, be flexible and prioritise workloads to meet deadlines and respond effectively to changing demands in a fast-paced environment. Demonstrate personal resilience when working in an environment of pressure and changing demands. Ability to read, analyse and interpret complex information and documentation, providing transparent audit trails to decision making. Ability to manage challenging situations and difficult conversations professionally and sensitively.

	<p>Ability to work on own initiative and as part of a team. Provide support guidance and share experiences with colleagues.</p> <p>A positive individual who engages well with colleagues and fosters excellent team spirit.</p> <p>Ability to work professionally in conjunction with other public bodies e.g., HMRC, The Border Agency other Local Authorities and The Office for Product Safety and Standards.</p> <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 understand and apply relevant policy and legislation and adhere to procedures.</p> <p>Demonstrable customer service skills adapting communication style as required.</p> <p>Possess a high level of IT literacy, including the use of MS Office Products, and online tools and proven ability to interrogate databases.</p> <p>Demonstrable standard of numeracy and literacy skills and the ability to handle basic statistics.</p> <p>Able to demonstrate an attention to detail.</p> <p>Ability to always observe confidentiality.</p>
KNOWLEDGE	<p>Knowledge of manual handling rules and techniques.</p> <p>Working knowledge of Microsoft applications.</p> <p>Knowledge and understanding of Data Protection legislation.</p> <p>Working knowledge of the UK Law Enforcement environment.</p>

<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<p>Kent Values:</p> <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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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