

Kent County Council

Job Description: *Trainee Trading Standards Officer*

Directorate	Growth, Environment and Communities
Unit/Section	Public Protection/Trading Standards
Proposed Grade	KR6
Responsible to	Operations Manager

Job Purpose

To train and develop to become a qualified Trading Standards Officer, while providing a role in the Trading Standards service, enforcing and providing advice and guidance on a wide range of legislation under supervision and guidance of qualified officers to ensure there is a fair and safe trading environment in Kent.

Accountabilities

1. Commit to a programme of study to successfully obtain the relevant qualification offered by the Chartered Institute of Trading Standards (Currently CPCF) and/or the Institute for Apprentices.
2. Actively contribute towards the delivery of the Trading Standards business plan by assisting officers through compliance and enforcement of legislation including the provision of advice to businesses and working with partner organisations across a broad range of regulatory subjects.
3. Input data onto the Trading Standards information management systems in accordance with data management protocols, ensuring records of all activity undertaken are accurate, and lawfully retained.
4. Gather and submit intelligence in a timely manner to the intelligence unit, using appropriate forms in accordance with standard operating procedure, following the Intelligence-led operating model.
5. Develop and apply knowledge of consumer protection law to assist in providing advice to those using the Trading Standards Service.

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: *Trainee 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
Qualifications	2 A levels, Level 3 Diploma or equivalent. AND GCSE Maths and English (grade c and above) or equivalent.
Experience	<ul style="list-style-type: none">• Experience in self-study and learning without supervision.• Experience in using information technology, including Microsoft Office and databases.• Able to work effectively under supervision.
Skills and Abilities	<ul style="list-style-type: none">• Excellent communication and written skills.• Good administrative skills.• IT skills across a range of Microsoft products Ability to:<ul style="list-style-type: none">• work within procedures and policies effectively and efficiently.• use own judgment to resolve a problem to a satisfactory conclusion.• work well with others and contribute positively and enthusiastically as part of a team.• travel across a wide geographical area in a timely and flexible manner at various times of the day.• study and be self-motivated to achieve results.
Knowledge	<ul style="list-style-type: none">• Basic understanding of the role of Trading Standards and local government• Awareness of the National Intelligence Model and its principles.• Awareness of marketing, social media, and public relations (PR) and its role in delivering local government services.• Awareness of relevant policy and procedure within KCC and Trading Standards.
Behaviours and Kent Values	Commitment to equalities and promotion of diversity in all aspects of working. These are the values that we demonstrate ourselves, see around us and collectively and individually strive for: <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.

	<ul style="list-style-type: none"> • 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>These cultural attributes are aspirational – they do not describe our current culture and we will need to be intentional about how we develop our culture over time:</p> <ul style="list-style-type: none"> • Compassionate & inclusive • Working together – building and delivering for the best interests of KCC • Externally focused – residents, families, and communities at the heart of decision making. • Flexible/agile – willing to take (calculated) risks. • Empowering – our people take accountability for their decisions and actions. <p>Curious – constantly learning and evolving</p>
--	---

Values and Culture	<p>Commitment to equalities and promotion of diversity in all aspects of working.</p> <p>These are the values that we demonstrate ourselves, see around us and collectively and individually strive for:</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>These cultural attributes are aspirational – they do not describe our current culture and we will need to be intentional about how we develop our culture over time:</p> <ul style="list-style-type: none">• Compassionate & inclusive• Working together – building and delivering for the best interests of KCC• Externally focused – residents, families, and communities at the heart of decision making.• Flexible/agile – willing to take (calculated) risks.• Empowering – our people take accountability for their decisions and actions.• Curious – constantly learning and evolving.
---------------------------	--