

Kent County Council

Job Description: Imports Compliance Officer, Trading Standards

Directorate:	Growth, Environment and Transport
Division:	Environment, Planning and Enforcement
Group:	Public Protection
Location:	Dover
Grade:	KR6
Responsible to:	Operations 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. Provide that Trading Standards response for import referrals from UK Border Force and Office for Product Safety (OPSS), Single Point of Contact (SPOC) and other agencies. 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.
2. Effectively communicate with importers and agents to determine if goods at the border are compliant with current legal requirements through detailed examination of documentation provided by the importer and/or by examination of goods at the port of entry.
3. Where necessary conduct physical examination goods, to include the lifting, opening and searching of loads.
4. Consult with senior 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.
5. Accurately record each referral on service computer systems, to include links to key documentation, as well as and time recording to enable the provision of management information reports to be submitted to the Operational Manager, Principal Trading Standards Officer (PTSO) and intelligence unit.

6. Work alongside Trading Standards Officers within the team during visits to the port and assist with their investigations ensuring that updates and new information is entered onto the service database accurately and promptly.
7. 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 and reported to the Operational Manager as required.
8. Monitor and maintain the emailed referrals to Trading Standards, 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.
9. Maintain an effective working relationship with all partners in particular the OPSS SPOC team, Border Force and Port Authorities.
10. Adhere to Health and Safety, Data Protection, Equal Opportunities, Freedom of Information legislation and ensuring compliance with appropriate local procedures.
11. To undertake other duties commensurate with the nature, level of responsibility and grading of this post as may be required

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

	CRITERIA
QUALIFICATIONS	GCSEs (or equivalent) in Maths and English (Grade C/4 or above)
EXPERIENCE	Quality assurance or audit work Working in teams with joint responsibility for service delivery. Experience of managing and interrogating data. Experience of using databases.
SKILLS AND ABILITIES	Demonstrable customer service skills Ability to read and interpret complex information and documents and provide feedback to team members. Able to work flexibly and respond quickly to changing demands and priorities, with a creative approach to problem solving. Ability to manage and prioritise own workload. 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. Possess effective written and verbal communication skills and demonstrate the ability to disseminate reports in an accurate and timely manner. Ability to adhere to strict procedures. Ability to observe confidentiality at all times. The ability to travel across a wide geographical area in a timely

	and flexible manner at various times of the day is essential.
KNOWLEDGE	<p>Knowledge of manual handling rules and techniques</p> <p>Knowledge of Trading Standards laws and safety standards on goods.</p> <p>Knowledge of Data Protection legislation</p> <p>Knowledge of the UK Law Enforcement environment</p>
VALUES	<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.