

## Kent County Council

Job Description: *Trading Standards Checked Development Officer (C-Care)*

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<b>Directorate:</b>	<b>Growth, Environment &amp; Transport</b>
<b>Division:</b>	<b>Environment, Planning &amp; Enforcement</b>
<b>Grade:</b>	<b>KR 9</b>
<b>Responsible to:</b>	<b>Group Business Development Manager (Customer and Commercial)</b>

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

To work with Kent County Council (KCC) colleagues and partners from the UK and France to help deliver the Interreg Covid Channel Area Response Exchange project (C-Care) that will implement a unique and ambitious package of targeted support for businesses in response to the impacts of the COVID-19 Pandemic.

The postholder will help develop KCC's Trading Standards Checked (TSC) fair trader scheme delivering a wide range of projects helping small businesses in the home improvement and maintenance sector to grow whilst actively helping to lower the risk of virus transmission.

### **Main duties and responsibilities**

1. Work with a wide range of partners to design and create a 'Covid-Secure' accredited training module for TSC members to ensure, and enable them to demonstrate, that they have the skills and knowledge to operate in a Covid safe manner to lower the risk of virus transmission.
2. Assume overall responsibility for the administration and delivery of the 'Covid-Secure' training module, including commissioning external agencies (e.g. video production agency), running live events on MS Teams/Zoom, designing and managing all processes and policies, ensuring appropriate updates and improvements.
3. Ensure that at least 500 TSC members carry out the training and that they promote their safe working practices to build consumer trust in their professional trade sector.
4. Assume responsibility for ensuring that when visiting the TSC website consumers are able to differentiate between traders who have/haven't completed the training, ensuring this complements the current visual branding.
5. Work with colleagues to design and implement a communications plan (digital and social media, radio) to promote the commercial benefits of Covid security to existing and prospective TSC members.



6. Work with colleagues to design and implement a communications plan (digital and social media, radio) to empower consumers to consider Covid security when choosing a tradesperson to do work in their home or premises.
7. Regularly update the TSC website with high quality content to promote the scheme and help the members' businesses grow.
8. Work closely with the Scheme Manager to maximise the benefit of the Covid Secure module and use this to further promote membership to the Scheme.
9. Project manage developments to the Scheme website, ensuring that all information is kept up-to-date, relevant, appropriate, and useful.
10. Maintain and monitor appropriate statistics associated with the Covid Secure module to identify trends, themes, development opportunities and to inform marketing and promotion strategies.

Further information about KCC's Trading Standards Checked scheme can be found online at [www.kent.gov.uk/tschecked](http://www.kent.gov.uk/tschecked).

This is a full-time post that is externally funded by the European Union's Interreg France (Channel) England programme. C-Care Core Deliverable T3.2.6.



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### Person Specification: *Trading Standards Checked Development Officer (C-Care)*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<p>NVQ 4 (or equivalent) and/or holding or working towards a professional qualification in a relevant subject.</p> <p>Project management qualification or willingness to work towards the APM PFQ or APM PMQ qualification.</p>
<b>EXPERIENCE</b>	<p>Proven experience of delivering and developing a membership-based service/scheme.</p> <p>Experience of working with different services and teams, internally and externally, with differing and complementary skills.</p> <p>Proven experience of working with creative organisations (video production, audio production, graphic designers)</p> <p>Proven Project Management experience.</p> <p>Proven experience of using management information to drive developments and identify opportunities for better ways of working.</p> <p>Experience of identifying, planning and implementing change.</p> <p>Proven experience of delivering excellent customer service.</p> <p>Experience of reviewing and/or evaluating processes and systems.</p>
<b>SKILLS AND ABILITIES</b>	<p>Strong research skills.</p> <p>Ability to manage time effectively and prioritise own workload.</p> <p>Good presentation skills.</p> <p>Excellent communication, interpersonal, negotiation and problem-solving skills.</p>

	<p>Ability to work well under pressure.</p> <p>Ability to work to tight deadlines.</p> <p>Ability to identify improvements, look for efficiencies and provide a 'first class' service.</p> <p>Ability to work well on your own as well as in a team.</p> <p>Ability to travel over a wide geographical area in a timely and efficient manner.</p>
<b>KNOWLEDGE</b>	<p>Excellent knowledge of the UK Government's Covid Secure Guidelines.</p> <p>Knowledge of membership schemes and an understanding of the fair trader scheme sector.</p> <p>Knowledge of the challenges faced by home maintenance and improvements traders.</p> <p>Understanding and awareness of all aspects of creating, designing and implementing a new project.</p> <p>Awareness of the reporting requirements required by external funding bodies.</p>
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• Open</li> <li>• Invite contribution and challenge</li> <li>• Accountable</li> </ul>