

# Job Description

## Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

### Job Details

|                            |  |
|----------------------------|--|
| Job Title:                 | Trading Standards Officer  |
| Salary:                    | £33,820 to £40,478   |
| Grade:                     | 10/11  |
| Hours:                     | 37 per week. We are open to discussions about flexible working.  |
| Team:                      | Trading Standards Service  |
| Service Area:              | Trading Standards Service  |
| Primary Location:          | Graham Hill House, Electric Avenue, Oxford, OX2 0BY<br><br><i>Please note we are actively looking at our ways of working using everything we have learnt and heard from our people about the organisational and personal benefits of agile working. What you can absolutely expect from working at Oxfordshire County Council (OCC) is that you will have the support to do your job and deliver great results, wherever you are based. Each role at OCC is different and we know the needs of individuals are also varied, and so our approach to where and how often we would like to see you in person will be taken depending on the requirements of the role and in collaboration with you as part of the recruitment process</i> |
| Budget responsibility:     | As allocated (as per scheme of delegation)   |
| Responsible to:            | Team Leader (or Principal Trading Standards Officer)   |
| Responsible for:           | As allocated (including mentoring/training of others, leading project teams)   |
| Political Restricted Post: | No   |

### Job Purpose

- To help ensure safe, fair, and legal marketplaces, helping businesses succeed and protecting communities
- To safeguard buyers of goods and services, and the public, against unfair practices in the marketplace
- To ensure consumers are protected, working with businesses, or taking formal action to ensure compliance with consumer protection and trading standards law
- To advise businesses to prevent them from engaging in fraudulent and unfair practices to maintain fair and safe trading environments

## Job Responsibilities

- Lead and manage inspections, investigations, and other interventions, which include auditing, examining and critically appraising business procedures, processes, and products, to assess levels of consumer protection and compliance
- Analyse, interpret and evaluate data, applying judgment and technical expertise to identify risk, support the resolution of issues and enable decision making
- Interview potential offenders for breaches of regulatory requirements in accordance with evidential requirements and best practice
- Produce high quality reports on breaches of regulatory requirements which allow for informed and appropriate decisions to be made on how those breaches should be addressed
- Undertake investigations and handle case material to a high professional standard so that the rules of the criminal justice system are met
- Present evidence in court and at other hearings, complying with the relevant rules of evidence, procedure, and professional standards
- Take appropriate legal and tactical decisions regarding the progress of investigations or work in the organisation using expertise in trading standards legislation, investigative practice, and industry best practice
- Promote and champion improvement of compliance standards and processes for consumer protection within the organisation
- Promote social inclusion and develop and implement practices that uphold the organisation's equality and diversity policies and promote equal opportunities in employment and in-service delivery
- Promote a climate change focussed approach that upholds the organisations climate change and net carbon zero policies and promote sustainable approaches in delivery.
- Lead and manage projects from inception to completion
- Develop partnership communication networks to promote the organisation's activities.
- Deliver support to the organisation, business community and suppliers to achieve business productivity and growth
- Lead, manage and develop staff, information, and resources to provide the employer with effective services to meet its consumer protection compliance responsibilities
- Contribute to strategic decisions affecting the service and deal with enquiries made of the service
- Contribute to the production and implementation of service plans against targets, performance indicators and budgets
- Review the organisation's activities, present findings to Team Leaders and/or the Head of Trading Standards and make recommendations that support decision making and continual improvement to improve investigation, compliance and reduce complaints
- Any other duties as may be deemed necessary to carry out the full remit of the role

## Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe 'the way we do things here' so that we deliver great services for our residents. Our values are:

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

## Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

| <b>Essential Criteria</b>   | <b>Assessed By:</b> |
|---|---------------------|
| Education – 5 GCSE’s grade 9-4 / A*- C, or equivalent (including Mathematics and English Language) and two A levels, Level 3 Diploma or equivalent.   |                     |
| At least 3 years’ experience of delivering trading standards work (or similar regulatory/enforcement environment)   |                     |
| Proven track record of enforcing criminal legislation and/or assessing and improving regulatory compliance using the full range of regulatory tools including inspections, audits, projects, complaint response, business advice and investigations |                     |
| Experience of investigating criminal offences and compiling reports for consideration of legal action, including experience of taking witness statements, interviewing under PACE Act and Codes and producing prosecution reports                   |                     |
| Competent at intelligence gathering, identifying appropriate sanctions, as well as a high level of understanding and practice of all investigation legislative requirements and procedures  |                     |
| Ability to multi-task, prioritise a complex workload effectively and manage a full caseload as well as proactive projects.  |                     |
| Ability to be self-motivated, work with limited supervision and take appropriate decisions, showing good judgment, tact, integrity and initiative.  |                     |
| Excellent written and verbal communication skills, including report writing, numerical skills and IT skills.  |                     |
| Ability to question and challenge existing processes, showing innovation and an ability to improve on current methods and working effectively with others to implement these.   |                     |
| Proven experience of working in difficult or confrontational situations   |                     |

|  |                     |
|--|---------------------|
| Ability to take charge of complex investigations and projects, working in partnership with other professions and disciplines.  |                     |
| Able to adapt to different situations and deal with people in a wide variety of contexts at all levels   |                     |
| Ability to represent the Authority at relevant national or regional groups along with any other groups as directed   |                     |
| Commitment to CPD and maintaining mandatory CPD where required   |                     |
| Commitment to working outside of office hours, sometimes in adverse weather conditions or uncomfortable environments   |                     |
| Ability to travel across the county and nationally, when required  |                     |
| <b>Desirable Criteria</b>  | <b>Assessed By:</b> |
| Trading standards professional qualification, including DTS, DCATS, DCA (Part 1 and 2), TSPD or equivalent   |                     |
| Professional investigation qualification or accreditation such as BTEC Professional Diploma in Investigation, Professionalising Investigations Programme (PIP1 / PIP2) |                     |
| Lead Assessor of Quality Management Systems  |                     |
| Relevant degree, such as Consumer Protection, Law, Professional Policing   |                     |

## Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](#)

Additional pre employment checks specific to this role are identified below (those ticked).

|                                     |  |                          |   |
|-------------------------------------|--|--------------------------|---|
| <input type="checkbox"/>            | Enhanced Disclosure and Barring Service check with Children's and Adults Barred List | <input type="checkbox"/> | Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check |
| <input type="checkbox"/>            | Enhanced Disclosure and Barring Service check with Children's Barred List            | <input type="checkbox"/> | Enhanced Disclosure and Barring Service check with Adults Barred List                       |
| <input checked="" type="checkbox"/> | Standard Disclosure and Barring Service check  | <input type="checkbox"/> | Basic Disclosure  |
| <input type="checkbox"/>            | Disqualification for Caring for Children (Education)                                 | <input type="checkbox"/> | Overseas Criminal Record Checks   |
| <input type="checkbox"/>            | Prohibition from Teaching  | <input type="checkbox"/> | Professional Registration   |

|                                     |                              |                          |                              |
|-------------------------------------|------------------------------|--------------------------|------------------------------|
| <input checked="" type="checkbox"/> | Non police personnel vetting | <input type="checkbox"/> | Disqualification from Caring |
| <input type="checkbox"/>            | Other (please specify):      |                          |                              |

## Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

### Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked).

|                                     |  |                                     |  |
|-------------------------------------|--|-------------------------------------|--|
| <input type="checkbox"/>            | Provision of personal care on a regular basis  | <input type="checkbox"/>            | Driving HGV or LGV for work  |
| <input checked="" type="checkbox"/> | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | <input type="checkbox"/>            | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| <input type="checkbox"/>            | Working at height/ using ladders on a regular/ repetitive basis  | <input type="checkbox"/>            | Restricted postural change – prolonged sitting   |
| <input checked="" type="checkbox"/> | Lone working on a regular basis  | <input type="checkbox"/>            | Restricted postural change – prolonged standing  |
| <input type="checkbox"/>            | Night work   | <input type="checkbox"/>            | Regular/repetitive bending/ squatting/ kneeling/crouching  |
| <input type="checkbox"/>            | Rotating shift work  | <input type="checkbox"/>            | Manual cleaning/ domestic duties   |
| <input checked="" type="checkbox"/> | Working on/ or near a road   | <input checked="" type="checkbox"/> | Regular work outdoors  |
| <input checked="" type="checkbox"/> | Significant use of computers (display screen equipment)  | <input checked="" type="checkbox"/> | Work with vulnerable children or vulnerable adults   |
| <input type="checkbox"/>            | Undertaking repetitive tasks   | <input checked="" type="checkbox"/> | Working with challenging behaviours  |
| <input type="checkbox"/>            | Continual telephone use (call centres)   | <input type="checkbox"/>            | Regular work with skin irritants/ allergens  |
| <input type="checkbox"/>            | Work requiring hearing protection (exposure to noise above action levels)  | <input type="checkbox"/>            | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)  |
| <input type="checkbox"/>            | Work requiring respirators or masks  | <input type="checkbox"/>            | Work with vibrating tools/ machinery   |
| <input checked="" type="checkbox"/> | Work involving food handling   | <input type="checkbox"/>            | Work with waste, refuse  |
| <input type="checkbox"/>            | Potential exposure to blood or bodily fluids   | <input checked="" type="checkbox"/> | Face-to-face contact with members of the public  |

|                                     |  |
|-------------------------------------|--|
| <input checked="" type="checkbox"/> | Other (please specify): Occasional contact/working in the vicinity of livestock and animal by-products. Working in a variety of environments including farms, petrol forecourts, factories, retail and hospitality premises and domestic homes |
|-------------------------------------|--|

September 2023