

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:	Trainee Trading Standards Officer
Salary:	£28,163 to 30,060
Grade:	7
Hours:	37
Team:	Trading Standards Service
Service Area:	Trading Standards Service
Primary Location:	Graham Hill House, Electric Avenue, Oxford, OX2 0BY <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:	None
Responsible to:	Team Leader (or Principal Trading Standards Officer)
Responsible for:	None
Political Restricted Post:	No

Job Purpose

The overall aim of the Trading Standards Service is to keep people safe from harm, both physically and financially and to create a level playing field for businesses, supporting both a thriving community and a thriving economy.

We are responsible for enforcing over 200 pieces of legislation, across areas such as fair trading, licensing, food and farming, health and safety, legal metrology, road traffic, environmental protection and community safety. This role is to contribute to the successful regulation across all aspects of our service delivery.

This is a Chartered Trading Standards Qualification Framework Trainee position which will require completion of the Trading Standards Practitioner Diploma (TSPD) OR the Level 6 Trading Standards Professional apprenticeship and any additional qualification requirements required by the Chartered Trading Standards Institute's qualification framework.

Whilst work with Service, the trainee will support officers to:

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

Job Responsibilities

- Undertake the Trading Standards Practitioner Diploma (TSPD) or Level 6 Trading Standards Trading Standards Professional apprenticeship. This may include attending off-site training as needed
- To work towards being able to undertake the full duties of a Trading Standards Officer, as defined by the 15 duties contained within the Trading Standards Professional apprenticeship standard
- Under the supervision and guidance of managers, to actively contribute to the work of the trading standards service and its priorities and objectives
- Support with enforcing relevant legislation, the carrying out inspections of trading premises and the sampling of products, to ensure that legal requirements are being complied with which will include occasional out of hours working appropriate to grade.
- Provide support, advice and guidance to local businesses to help them develop and grow
- To actively gather and process intelligence regarding business malpractice, community concerns and breaches of relevant legislation; prioritising complaints and enquiries from businesses and consumers and appropriately respond to/investigate these enquiries, having regard to the Service's policies.
- Under the supervision and guidance of managers, undertake investigations, investigate complaints and provide relevant advice and assistance to businesses and consumers, attending court to give evidence, if required
- 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.

Essential Criteria	Assessed By:
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.	Application and Documentation
Commitment to, and understanding of, the principles of Equal Opportunities for all, in employment and the delivery of services.	Application & Interview
Very strong ICT, systems and Excel skills and the ability to learn and navigate new systems with ease	Application and Interview and Test
Ability to prioritise effectively and manage own workload with often competing demands	Application and Interview and Test
A team player with a desire to make improvements and ability to adapt, learn and be flexible	Application and Interview
Ability to deal with difficult customers and confrontational situations	Application and Interview
Strong interpersonal skills with the ability to communicate clearly, sensitively and confidently with others, including in meetings and by telephone and in reports	Application and Interview
Interest in consumer protection and fair trading matters	Application and Interview

Commitment to ongoing self-development and training, including ability and willingness to commit to completion the L6 Trading Standards Professional apprenticeship.	Application and Interview
Ability & willingness to work outside office hours and out of doors in adverse weather conditions.	Application and Interview
Ability & willingness to regularly travel across the county and to occasionally travel to locations outside of the county	Application and Interview
Desirable Criteria	Assessed By:
Holding a previous related qualification, including law, public services, consumer protection, and/or regulatory compliance	Application and Documentation

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 type="checkbox"/>	Other (please specify):		

May 2023