

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:	Leadership Support Officer
Salary:	£31,537 to £34,434 (pay award pending)
Grade:	8
Hours:	37 (flexitime available. Out of hours work will be required occasionally in evenings and at weekends)
Team:	Trading Standards Service
Service Area:	Community Safety
Primary Location:	Graham Hill House, Electric Avenue, Oxford OX2 0BY While Oxfordshire County Council supports and promotes agile working whenever it is practical for service provision, not all roles are appropriate for agile working. This post will primarily be based at Graham Hill House with opportunities to work at home and some necessity to work at other locations as the need arises. 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
Budget responsibility:	None
Responsible to:	Team Leader
Responsible for:	N/A
Political Restricted Post:	No

Job Purpose

Under the general supervision and guidance of the Operations Manager, Team Leader or Principal Trading Standards Officer:

Provide specialist Licensing and other administrative and IT support and assistance to the operational teams and the Service.

The post holder is responsible for ensuring that all relevant County policies and procedures are adhered to and concerns are raised in accordance with these policies

Work in accordance with the County council values and behaviours.

Job Responsibilities

This post will primarily be based at Trading Standards office with opportunities to work at other sites and at home.

Provision and support for the issuing of licences for such products such as, explosives and petroleum and our Trading Standards trader scheme.

Undertake the following IT and data activities within OCC Trading Standards:-

- Act as management systems super user and administrator, for the main software used within the Service.
- Undertaking specific responsibility for the development and implementation of the Service's information and management systems, including day-to-day problem solving to ensure agreed information and Service needs are met.
- Assist in training relating to software as required.
- Provide administrative support and statistical information and reports on service performance, trends and other information as required.
- Provide data entry and processing support. To include collating data from various sources, creating intelligence reports, supporting development of tactical assessments and identifying trends. Becoming familiar with intelligence databases - inputting, disseminating and creating intelligence logs.

Sourcing training for staff, including apprentices and identification of training needs, sourcing appropriate training courses, and production of reports for Trading Standards Leadership Team, as requested.

In addition, assist in the management of the following activities as needed:

- Provision of administrative function in support of Trading Standards front-line operations.
- Compliance with OCC policies and procedures, including the e-procurement and financial process, such as, ensuring timely processing of requisition requests, preparation and issuing of invoices and the authorisation of prompt payment for goods and services received, handling monies to support office activities, such as petty cash.
- Maintenance and checking of staff records such as driving licence checks, office vehicles paperwork;
- Provision of support for other Trading Standards teams in their activities as required, including Junior Citizen, Consumer Challenge Quiz, Underage sales and other audits

Provide assistance in all areas of service activity as required and undertake other duties within the scope of the grade as required.

Any other duties as may be deemed necessary to assist the service.

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:
Proven previous experience of using electronic databases and management systems, including searching and producing reports	Application/interview
Good communications skills and confidence including in-person, written and telephone interactions	Application/interview/exercise
Good standard of English and Maths (GSCE levels 4 - 9 (C – A*) or equivalent. Higher qualifications considered.	Application/interview
Excellent computer literacy practical experience of using a management system including familiarity with Microsoft Word suite e.g. Excel, Word, etc. Outlook, Teams, SharePoint, etc.	Application/interview
Excellent time management	Application/interview
Ability to work without close supervision	Application/interview
Ability to manage a wide and varied workload, working flexibly and adapting to rapidly changing demands including a practical, hands-on approach	Application/interview/exercise

Excellent teamworking	Application/interview
Desirable Criteria	Assessed By:
Full UK driving licence for car use and ability to travel to different locations	Application/interview
Qualifications or experience in intelligence/data analysis	Application/interview
Experience of working in a regulatory environment	Application/interview
Skills and knowledge in the use of AI	Application/interview
Willingness to undertake professional development training in areas of work of benefit to the Trading Standards Service as need arises	Application/interview

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).

☐	Enhanced Disclosure and Barring Service check with Children's and Adults Barred List	☐	Enhanced Disclosure and Barring Service check without an Adult/Children's barred list check
☐	Enhanced Disclosure and Barring Service check with Children's Barred List	☐	Enhanced Disclosure and Barring Service check with Adults Barred List
☒	Standard Disclosure and Barring Service check	☐	Basic Disclosure
☐	Disqualification for Caring for Children (Education)	☐	Overseas Criminal Record Checks
☐	Prohibition from Teaching	☐	Professional Registration
☐	Non police personnel vetting	☐	Disqualification from Caring
☐	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).

☐	Provision of personal care on a regular basis	☐	Driving LGV for work
☐	Regular manual handling of objects	☐	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)
☐	Working at height/ using ladders on a regular/ repetitive basis	☒	Restricted postural change – prolonged sitting
☒	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☒	Work with vulnerable adults
☒	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☐	Face-to-face contact with members of the public
☐	Other (please specify): Occasional contact with animal by-products, live farm animals, possibly dealing with confrontational situations and people, occasional work at petrol stations, in factories, weighbridge sites, retail premises, domestic premises, farms, hospitality premises and other sites		

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