**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

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| Job Title: | Trading Standards Enforcement Assistant |
| Salary: | £25,992 - £28,163 (pay award pending) |
| Grade: | 6 |
| Hours: | *37* (flexitime available. Out of hours work will be required at times in evenings and 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 the necessity for some work at other locations as the need arises. There will be limited scope for work at, or from, home.**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

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| Under the general supervision and guidance of a Team Leader and other staff to: Provide administrative (including intelligence/data processing and research) support to the Trading Standards Service and its team members. Provide practical operational support to the Service to ensure it can carry out its functions and that operational equipment is ready for use. Engage with businesses, consumers, residents, other agencies and arms of the authority in person, by telephone, letter, email etcUndertake basic investigation and regulation activities under supervisionThe post holder is responsible for ensuring that all relevant County policies and procedures are adhered to, and concerns are raised in accordance with these policiesWork in accordance with the County council values and behaviours.  |

## Job Responsibilities

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| **This post will primarily be based at Trading Standards office base with limited agile working required at other sites. There will only be limited opportunity to work at or from home**1. Provide a range of administrative support to the Service. To include but not limited to: purchasing and ordering, data entry and processing, banking, meetings support and minute taking, incoming and outgoing post, scanning, photocopying
2. 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
3. Provide general support for operational activities both in the office and at other work locations. To include but not limited to: preparing, maintaining and cleaning equipment and vehicles, organising stored materials, supporting officers during premises and enforcement visits, assisting with metrology laboratory work and functions, assisting with electric blankets testing, Junior Citizen and Consumer Challenge Quiz and other Trading Standards initiatives
4. Under supervision and direction, undertake enforcement activities e.g. online, open source checks, in-person visits, correspondence, test purchasing, samples purchasing and handling, writing witness statements
5. Undertake basic investigations, investigate complaints and provide relevant advice and assistance to traders and consumers under the supervision and guidance
6. Prepare basic reports on alleged offences and unfair trading practices as necessary and attend court to give evidence when required.
7. Engage with businesses to obtain information, input data and retrieve data and reports from databases and case management systems
8. Assist in the care, custody and testing of weights and measures equipment
9. Take primary responsibility for the following at Trading Standards accommodation: office, storage areas and equipment tidiness; reporting breakages, damage, equipment running low and assisting with re-ordering; cleaning and appropriate safety/usability checks on equipment, including office vehicles
10. Provide a good level of customer service to Trading Standards team members, other colleagues, and service users
11. Contribute to project work, audits and key tasks to help the Service secure collective responsibility for delivery of its Business Plan.
12. Provide support and guidance to more junior and less experienced members of staff
13. Supervise work experience students and apprentices for specific tasks when required
14. 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 carry out the full remit of the role.
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# 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.

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| Essential Criteria | Assessed By: |
| Good communications skills and confidence including in-person, written and telephone | Application/interview/exercise |
| Good standard of English and maths (GSCE levels 4 - 9 (C – A\*) or equivalents) | Application/interview/exercise |
| Good computer literacy including familiarity with Microsoft Word, Outlook, Excel, Teams and searching databases/information management systems | 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 |
| Full UK driving licence for car use and ability to travel to different locations | Application/interview |
| Desirable Criteria | Assessed By: |
| Previous experience of using electronic databases | Application/interview |
| Qualifications or experience in intelligence/data analysis | Application/interview |
| Experience of working in a regulatory environment | Application/interview |
| Ability to drive light van and tow trailer i.e. class C1 (vehicles between 3,500 and 7,500kg maximum authorised mass with a trailer up to 750kg).and C1E (C1 vehicles with a trailer over 750kg. The combined weight of both cannot exceed 12,000kg)  or willingness to take undertake training and qualification to do so | 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](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

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

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| [ ]  | 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](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [x]  | 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 |

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| [ ]  | 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).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving LGV for work |
| [x]  | Regular manual handling of objects | [x]  | 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 | [x]  | Restricted postural change – prolonged sitting |
| [x]  | 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 |
| [x]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [x]  | Work with vulnerable adults |
| [x]  | 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 |
| [x]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |

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| [x]  | 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 |

March 2025