

Template Job Description

LONDON BOROUGH OF TOWER HAMLETS

JOB DESCRIPTION		
Post Title: Senior Trading Standards / Consumer Services Officer	Post No.	Grade: K
Directorate: Place	Division: Public Realm	Section: Environmental Health and Trading Standards
Version: Date agreed:		Have JE markings been attached?
Responsible to: Principal Trading Standards/Consumer Services Officer Responsible for: Deputising responsibility for the Principal Trading Standards / Consumer Services Officer. Managing assigned staff and contractors DBS Required? No Is the post politically restricted? No Is a Travel Allowance Payable? No Does this post attract an Essential Car User Allowance? Yes		

MAIN PURPOSE OF THE JOB

1. As an Officer with delegated authority, use accredited specialist multi-faceted skills and techniques to carry out a programme of proactive and reactive functions which will contribute to raising standards of Trading Standards and Consumer Protection in Tower Hamlets.
2. To support the Trading Standards Team Leader and Principal Trading Standards/Consumer Services Officer in managing the Team and to deputise in their absence

DUTIES & RESPONSIBILITIES

- 1 By using appropriate interventions, using delegated powers and specialist skills (i.e. audit, inspection, enforcement powers, negotiation and persuasion) within all types of activity, within the Borough, with the aim to gain and ensure compliance with Trading Standards legislation so that the standards of fair trading and consumer protection are maintained and enhanced for residents, businesses and visitors.
- 2 Using specialist skills, make decisions on behalf of the Service relating to service requests, enforcement action, service consultations, referrals from internal and external services and organisations
- 3 Deliver advice, run campaigns and education initiatives with businesses, residents and targeted groups to raise and improve levels of public health within the Borough
- 4 To identify, develop and nurture partnerships with other individuals, agencies, groups and government departments to enable the Service to develop and gain greater efficiency delivering its core functions.
- 5 Provide professional and technical advice with mentoring and training to other members of the service as necessary.
- 6 To have a deputising role for the Principal Trading Standards / Consumer Services Officer, which involves supervision of staff when required, whether as part of a specialist project or due to Principal's absence.
- 7 To be the Team's expert in a field of specialism relating to Trading Standards.
- 8 To manage trainee technical staff or student Trading Standards Officer's and other trainees that are placed within the Team. Such management will require full supervision in the allocation and monitoring of progress against set targets even when based in another Team.
- 9 To be the Team's lead specialist in designated areas and exercise delegated authority where authorised to act as an Officer or Inspector on behalf of the Council under the appropriate legislative provisions and ensure statutory responsibilities are properly and effectively discharged, on issues within Trading Standards
- 10 Deputise for the Principal Trading Standards / Consumer Services Officer in their absence through attending meetings, representing the Unit and any other matters as they arise.

- 11 Project manage, initiate, and plan campaigns in high priority Trading Standards areas, including the production and use of publicity material. Promote public and business education by devising and organising talks, presentations, displays, exhibitions to the public, schools, trade associations and other groups as necessary.
- 12 To undertake programmed and complaint audits, inspections, surveys and investigations primarily under all the relevant Trading Standards Legislation and when required under other legislation that falls within the remit of the Environmental Health and Trading Standards Service.
- 13 To carry out all types of enforcement activity including visiting sites alone and taking necessary action. Such visits will involve attending locations and encountering situations which may involve personal risk.
- 14 Carry a caseload prioritising and programming work and making day to day decisions on cases as required. Carry out the Team's most complex and intricate criminal investigations, which require collection of evidence by statement, interviews, occasionally by covert surveillance and make recommendations for legal proceedings and provide briefings for legal representatives as required on cases. Produce witness statements, attend court and other legal forums as an expert witness in Trading Standards issues; meeting the required deadlines imposed by statute and legal process.
- 15 Initiate and carry out enforcement and legal process functions in residential and all types of premises (from multinational to small businesses), including the prosecution, seizure or detention/suspension of goods, issuing of notices, application for and execution of warrants necessitating the forced entry to premises
- 16 Promote public and business education by devising and organising talks, presentations, displays, exhibitions to the public, schools, trade associations and other groups as necessary.
- 17 Provide specialist technical advice and guidance to all service users including residents, consumers, traders and businesses on all Trading Standards matters.
- 18 Be responsible for the proper storage, care, calibration of all specialist and routine equipment which may be necessary for the carrying out of the post in accordance with best practice
- 19 Participate in the operation and control of the secure evidence stores for Trading Standards, ensuring responsibility for appropriate attendance (which may involve call out outside normal working hours), continuity of

handling and security so that evidence- is properly presented for Court and legal actions are not compromised.

- 20 From time to time co-ordinate responses on multi-disciplinary issues where the public is at risk where liaison with and action from other organisations and Council departments are necessary
- 21 Participate in the preparation of policies, procedures and guidance notes and the development of quality assurance and system manuals on good practice.
- 22 To prepare correspondence and reports for, and represent the Section at Committees / Sub- Committees, or be a representative of the Council at Forums and Multi-disciplinary working groups etc.
- 23 To represent the Council on liaison and multi-disciplinary working groups both within and outside the Borough and ensure appropriate liaison with all interested parties on issues including the public, elected members, other Council Dept's, and other Local Authorities.
- 24 The post holder may be required to undertake any duty appropriate to the post within any part of the Section at any location within the Borough including tasks outside normal working hours.
- 25 To ensure that all duties and responsibilities are performed in accordance with all Council Policies and Procedures including Financial Regulations, Standing Orders, Personnel Policies and Procedures, Health & Safety Policy etc.
- 26 To participate in the Council's Performance Management Scheme achieving identified standards / targets and ensuring these are met within the agreed time scale.
- 27 Keep abreast of professional developments and best practice in all areas of Trading Standards, attending Continuing Professional Development Courses as appropriate and applying updated knowledge to present case load and sharing information gathered on courses, including providing training for other staff.
- 28 Develop, assist and advise on Strategy and Policy development within the Section. As a designated expert, co-ordinate responses on multi-disciplinary issues where the public are at risk and liaise with other external agencies and Council Departments. Such liaison will inform and develop the Sections internal policies and strategies.

- 29 To operate and utilise Information Technology as appropriate to the work of the Section and assist with the identification and development of new IT applications that would improve the efficiency of the Section.
- 30 To promote and comply with the Council's Equal Opportunities Policy in the opposition and eradication of all forms of discrimination and to ensure all services are accessible to all users
- 31 To undertake any other duties and responsibilities which may from time to time arise which are within the capabilities of the post holder and commensurate with the grade of the post.
- 32 Supervise others within the Team providing professional guidance, assistance and helping to ensure the smooth day to day running of the service. Assist in monitoring the progress of the overall work of the Team. Assist with the planning process for the service for the year.

General Terms

Ensure that all duties and responsibilities are discharged in accordance with the council's policies and procedures, Code of Conduct and relevant regulations and legislation. To comply with the council's equal opportunities and diversity policies ensuring anti-discriminatory practice within the service area.

To undertake additional duties that may arise from time to time commensurate with the grade of the post.

SPECIAL TERMS AND CONSIDERATIONS

To be able to work evenings and weekends with appropriate notice

Clean driving licence and provide a car for work purposes.

The officer will be visiting premises of various descriptions/methods of access

Able to lift and carry equipment in line with health and safety guidelines.

	<p>verbal and numeric reasoning skills</p> <ul style="list-style-type: none"> • Ability to prepare, write and present reports to Councillors • Self-motivated and able to work to tight deadlines • Experience of working as an enforcement officer or regulator • Ability to deal with difficult situations with tact and diplomacy • Skills to present matters clearly and concisely to other officers, all service users and other organisations in written and oral form • Ability to communicate effectively with colleagues and service users, especially the local community and businesses • Ability to deal courteously with Members, all service users and colleagues in all circumstances • Ability to efficiently and effectively analyse information and identify the key strategic issues for the service • Understanding of customer care issues • Ability to respond effectively in pressurised and difficult situations 		<p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>A/I</p> <p>A/I</p> <p>A</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>A/I</p> <p>A/I</p> <p>I</p>
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