



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**

Standard Template

JOB TITLE:	Senior Trading Standards Officer		
GRADE:	G10	SERVICE AREA:	Resilient Communities
JOB CODE:	EE9SENIG10		
REPORTS TO:	Team Leader Trading Standards	LOCATION:	Civic Centre (or as otherwise directed)
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • To deputise for the Team Leader Trading Standards as required • Maintain continuing professional development (CPD) in accordance with requirements laid down by code or statute. • The postholder will be required to undertake duties outside normal working hours. • The postholder must meet the mobility requirements of the post. • Your designated place of work will be the Civic Centre. The council operates customer focused hybrid ways of working. This is subject to change and you may be required to work from other locations, short or long term. • This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The Post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English. 		

1. Main purpose of the job role:

Under the general direction of the Team Leader Trading Standards deliver the trading standards service, in line with current corporate, national and regional policies and priorities through the day to day operation as part of a team of officers to achieve appropriate impacts and outcomes for residents, businesses and visitors to Walsall.

2. Role specific duties and accountabilities:

Secure compliance with Trading Standards Legislation

1 Using the "Intelligence Operating Model" and analysis of data from the Intelligence Data Base, M3 and other sources support the team leader in the identification of trends and issues in trading standards compliance, working in partnership with other services and stakeholders where appropriate, including adopting a regional approach when required.

2 Undertake role of Local Intelligence Liaison Officer in the "Intelligence Operating Model" as required.

- 3 Propose and implement solutions and strategies for the team and service to meet corporate, national, regional and service objectives and priorities, using the full range of enforcement tools and powers including but not limited to prosecutions, sampling programmes, projects, advice to business and consumers, service of notices, mediation and negotiation.
- 4 Provide support and advice to business, including Home Authority and Primary Authority companies, where appropriate.
- 5 Investigate complex complaints on civil and criminal matters and provide in depth advice to consumers and business in line with legal requirements and service policy.
- 6 Maintain such electronic and paper records as are required to meet legal, analytical and service monitoring and reporting requirement.
- 7 Undertake the duties required by the service as responsible authority under the Licensing Act 2003, including evaluating licence applications, making representations and submitting applications for a review of premises licences.

Deal With Non-Compliance

- 8 Investigate complex offences in line with policies procedures, service standards and statutory requirements, including carrying out PACE interviews, taking witness statements, maintaining security and continuity of evidence.
- 9 Prepare and submit reports for criminal prosecution, formal civil proceedings and licence reviews in relation to breaches of legislation in accordance with service standards and statutory requirements.
- 10 Give evidence in criminal and civil courts and present applications for licence reviews and representations to committee hearings as required.

Represent The Service

- 11 Represent the service at corporate, regional, multi-agency and other operational forums as required.
- 12 Working with communities, partners and stakeholders, deliver the localism agenda, ensuring there is effective engagement, focusing on the needs of communities.
- 13 Identify opportunities to promote the service in the full range of media outlets and respond to requests from media for spokespersons. Input information onto the service's social media sites, as authorised.
- 14 Identify opportunities for marketing strategies for the service, particularly in relation to revenue streams, as may be required and implement those strategies that are adopted.
- 15 Support the team leader in the development and production of advice and guidance resources for business and consumers on the work of the service, compliance and to facilitate self-help.
- 16 Liaise with senior managers and elected members on issues relating to the service as required.

QMS

17 Implement the quality management system for the service and team to ensure the service complies with all legal and corporate requirements and delivery of a quality service meeting service standards, KPIs etc. Undertake the role of internal auditor, as required, to ensure compliance with the QMS.

Finance And Property Control

18 Comply with corporate and legal requirements in relation to procurement and invoicing.

19 Comply with corporate and legal requirements in relation to the handling of cash.

20 Ensure compliance with such systems as are in place for the secure storage and, where appropriate, continuity of evidence of goods and property which comes into the custody or control of, or which belongs to, the service (including testing equipment and metrology standards).

Management, Training and Development

21 Assist the Team Leader Trading Standards in the development and implementation of a service plan and team plan to support the objectives of the service.

22 Carry out and deliver such training and development of colleagues, partners and stakeholders for complex matters as are required.

23 Identify your own learning and development needs and undertake appropriate learning and development activities, appraisals and CPPD processes.

24 Undertake role of Assessor under the Trading Standards Professional Competency Framework, as required.

25 Undertake one or more lead officer roles in CEnTSA and the Intelligence Operating Model, as required.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Senior Trading Standards Officer		GRADE: G10
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: <i>(refer to JE guidance document)</i>		
Excellent written communication skills to be able to write reports for elected members, senior management and stakeholders and prosecution reports as well as be able to communicate in writing with the full range of service users.	A/I	3
Excellent verbal communication skills to represent the service at elected member, senior manager and external forums and to be able to give evidence in court and present at committee hearings. To be able to mediate and negotiate between parties and communicate with the full range of service users and partners.	I	3
Excellent public speaking and presentation skills to represent the service at corporate, regional, multi agency and other strategic and operational forums as required and to give evidence in civil and criminal courts and licensing hearings.	A/I	2
Working knowledge of the requirements of the full range of TS criminal and civil legislation and detailed knowledge of the areas for the team in which the person is based.	I	3
Excellent knowledge of the full range of tools and powers for effective enforcement of trading standards legislation.	A/I	3
Able to devise creative and innovative solutions for problems affecting the service and team.	A/I	1

Able to devise creative and innovative solutions (including work planning and prioritisation) to achieve positive outcomes and impacts for service users, residents, businesses and visitors to the borough in line with corporate and service priorities.		A/I	2
Excellent team player and ability to train and mentor colleagues.		I	3
Effective supervisory skills.		I	3
Willingness to work out of hours, including evenings and weekends.		A/I	3
Methodical approach and attention to detail.		A/I	3
Able to develop and maintain good working relationships with a wide range of people and organisations, including other LAs, departments, partners and stakeholders, public and community groups.		A/I	3
Excellent IT and technical skills to use appropriate tools and resources to deliver the TS service.		A/I	2
Ability to develop and maintain the operation of the service's quality management system and provide QA advice to business.		A/I	2
Awareness of and commitment to equalities requirements applicable to the service.		I	3
Ability to manage the health and safety requirements of the service.		I	3
Ability to manage data governance compliance of the service.		I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.		I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Some post qualification experience across the range of core trading standards activities.		A/I	3
Experience in a supervisory or management role OR ability to demonstrate supervisory and management skills and potential.		A/I	2
Evidence of continuous professional development.		A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Diploma in Trading Standards (including its antecedents) OR		A/I	3
Trading Standards Practitioner Diploma (TSPD) including Unit 4 Food Standards or Product Safety options OR			
Diploma in Consumer Affairs and Trading Standards (DCATS) with Food Standards Service Delivery and Legal Metrology modules, or the Higher Diploma in Consumer Affairs and Trading Standards (HDCATS) with Food Standards Service Delivery and Legal Metrology modules			
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity.		I	3
Awareness of, and commitment to, confidentiality and handling data.		I	3
Day to day use of a suitable motor vehicle.		A/I	3
Prepared by:	Stuart Powell	Date:	17/2/25