

Job Description and Person Specification

Role: Business Compliance Enforcement Officer



Job Description

Job Title	Business Compliance Enforcement Officer
Grade	5
Service	Regulatory Services – Licensing & Business Compliance
Reports to	Principal Trading Standards Officer
Location	One Friargate – Floor 11
Job Evaluation Code	C6069D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role

Under the general direction of the Principal Trading Standards Officer:

- Deliver a high-quality Business Compliance service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
- Enforce all relevant legislation administered by the section.

Main Duties & Key Accountabilities

Core Knowledge

- Investigate trading activities over a range of legislation by inspecting premises, sampling, examining and testing goods and services, investigation of complaints and trading practices and provide assistance to the Senior Enforcement Officers and Trading Standards Officers where required.
- Update and compile computer and other records produce detailed written reports on statistics and the outcome of investigations as required.
- Responsible for the orderly storage and security of files, records, evidence and equipment.
- Maintain technical, testing and inspection equipment.
- Independently investigate complaints, deal with enquiries and service requests, giving advice to consumers and traders on legal and technical matters.
- Investigate infringements of law, taking appropriate enforcement action including preparing reports on findings for Senior Officers and Elected Members, liaising with Legal Services, and attend Court as required.
- Liaise with a range of internal and external stakeholders in the investigation of complaints and infringements of Trading Standards law.
- Keep up to date with legislation changes.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- Interview alleged offenders and witnesses under PACE as required.
- Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
- Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External: West Midlands Police; National Trading Standards (NTS); Animal and Plant Health Agency (APHA); CeNTSA; HMRC; Fire Service	Internal: All Internal Departments
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	C6069D
Knowledge	
Knowledge of legislation in relation to Trading Standards, or enforcement law within a Local Government framework	
Knowledge of the Police and Criminal Evidence Act as it relates to the collection of new evidence	
Knowledge of customer care and the principles of equal opportunities in providing an enforcement function.	
Skills and Abilities	
Able to receive and record information accurately and to write reports following complaints, investigations or projects	
Good listening skills and the ability to impart information to traders and consumers clearly and sensitively	
Able to analyse basic statistical and mathematical information to produce reports or charts	
Well organised with the ability to follow quality procedures, having an accurate and methodical approach to work.	
Able to maintain technical, testing and inspection equipment	
Able to handle weights (up to 20kg), measures and other heavy and/or bulky items and to visit premises, examine test and sample goods and examine procedures	
Be proficient in the use of IT packages	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative with minimal supervision.	
Confident and assertive, with the ability to take appropriate action, including giving evidence in court, and to cope with conflict situations.	
Able to receive and record information accurately and to write reports following complaints, investigations or projects	
Experience	
Prioritising workloads and meeting deadlines.	
Report writing or providing other detailed written analysis	
Experience of working with customers	
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.	

Qualifications
GCSE English and Maths – Grade C and above
Special Requirements
May be required to work outside office hours May be required to travel in the course of duties Willingness to undertake any necessary formal training This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974.

Date Created	July 2023	Date Reviewed	July 2023
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This is a career progression post.

Relating to progression to the next grade will be dependent on the performance capabilities and duties relating to Grade 6. The postholder will need to demonstrate they have satisfied the requirements at a Grade 5 (including completion of the Level 6 Apprenticeship linked with this post.) and can now demonstrate that they are ready to move into the grade 6 role.