



Coventry City Council

Job Description

Job Title:	Trading Standards Officer	Job Number:	C6066D
Service:	Streetscene and Regulatory Services	Grade:	7
Location:	City Centre		

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.

Job Purpose:

Under the general direction of the Principal Trading Standards Officer:

1. Deliver a high quality Business Compliance and Advice service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city.
2. Enforce all relevant legislation administered by the section, and to educate and encourage the public and business proprietors in order to improve relevant standards.

Main Duties and Responsibilities:

1. Undertake the investigation of complaints and inspections of premises, including joint inspections with other agencies to ensure compliance with legislation as required ensuring all relevant legislation is being complied with.
2. Prepare reports and briefing notes as necessary for relevant committee and member meetings such as Licensing and Regulatory Committee, Cabinet Member Meetings and Scrutiny Board and provide technical support to the Chair of Committee, Cabinet Member and Senior Officers.
3. Provide first line contact, offer appropriate assistance, advice and support for members of the public and businesses, including outside agencies, Elected Members, Senior Officers and other Council Departments, making telephone enquiries or calling in person; and provide professional and legally correct advice and information.
4. Prepare statements of evidence and correspondence to be submitted to Legal Services, and attend Court as required to give evidence and report back on the outcome.
5. Interview alleged offenders and witnesses under PACE as required.
6. Take appropriate action under the relevant statutory provisions to ensure that service objectives are met.
7. 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 from the service provider.

8. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
9. 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.
10. Keep up to date with legislation changes, update the division on technical knowledge and trends, and give talks and lectures on aspects of the service as required.
11. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: -

Responsible to: Principal Trading Standards Officer

Date Reviewed: March 2021

Updated: June 2020



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Person Specification

Job Title:	Trading Standards Officer	Job Number:	C6066D
Service:	Streetscene and Regulatory Services	Grade:	7
Location:	City Centre		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge and understanding of legislation in relation to Trading Standards and Consumer Protection and any associated regulations and policy relevant to the service area including enforcement.
	<ul style="list-style-type: none">• Knowledge of customer care and the principles of equal opportunities in providing a business compliance function.
	<ul style="list-style-type: none">• Knowledge and understanding of investigative techniques and the law of evidence including legal / court procedures.
	<ul style="list-style-type: none">• Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence.

Skills and Abilities:	<ul style="list-style-type: none">• Able to receive and record information accurately and write reports, including prosecution reports in a way that is concise and easily understood, following complaints, investigations or projects.
	<ul style="list-style-type: none">• Good listening skills and to be able to provide information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing.
	<ul style="list-style-type: none">• Investigatory skills
	<ul style="list-style-type: none">• Influencing, persuading and Negotiation skills
	<ul style="list-style-type: none">• Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure.
	<ul style="list-style-type: none">• Able to monitor activities, visit premises, inspect and audit systems, examine, test and sample items and interpret results of analysis.
	<ul style="list-style-type: none">• Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative
	<ul style="list-style-type: none">• Be proficient in the use of IT packages
	<ul style="list-style-type: none">• Have a positive attitude towards the delivery of quality services and contribute to the development of services
	<ul style="list-style-type: none">• Ability to deal confidently with a wide range of people and establishing sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers and colleagues.



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Experience:	<ul style="list-style-type: none"> • Demonstrate practical experience of working in a trading standards or consumer protection environment
	<ul style="list-style-type: none"> • Experience of carrying out investigative work and giving evidence in Court of similar environment
	<ul style="list-style-type: none"> • Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
	<ul style="list-style-type: none"> • Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook

Educational:	<ul style="list-style-type: none"> • Diploma in Trading Standards or equivalent
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Special Requirements:	<ul style="list-style-type: none"> • 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.
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Date Reviewed: March 2021

Updated: November 2019