

Job Description and Person Specification



Job Description

Job Title	Trading Standards Officer
Grade	7
Service	Licensing & Business Compliance – Regulatory Services
Reports to	Principal Trading Standards Officer
Location	Floor 11 – One Friargate
Job Evaluation Code	C6066D



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 / Output

Under the general direction of the Principal Trading Standards Officer:

- 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.
- 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 & Key Accountabilities

Core Knowledge

- 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.
- 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.
- 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.
- 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.
- Interview alleged offenders and witnesses under PACE as required.
- Take appropriate action under the relevant statutory provisions to ensure that service objectives are met.
- 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.
- Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
- 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.
- 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.
- Any other duties and responsibilities within the range of the salary grade.

Key relationships

External	Internal
West Midlands Police Regional and National Trading Standards Office for Product Safety and Standards Animal and Plant Health Agency HMRC	All internal departments

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

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Knowledge	
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	
Knowledge of customer care and the principles of equal opportunities in providing a business compliance function.	
Knowledge and understanding of investigative techniques and the law of evidence including legal / court procedures.	
Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of effective evidence.	
Skills and Abilities	
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.	
Good listening skills and to be able to provide information and advice to businesses and consumers, clearly and sensitively, both verbally and in writing.	
Investigatory skills	
Influencing, persuading and Negotiation skills	
Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure.	
Able to monitor activities, visit premises, inspect and audit systems, examine, test and sample items and interpret results of analysis.	
Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative	
Be proficient in the use of IT packages	
Have a positive attitude towards the delivery of quality services and contribute to the development of services	
Experience	
Demonstrate practical experience of working in a trading standards or consumer protection environment	
Experience of carrying out investigative work and giving evidence in Court of similar environment	
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.	
Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook	

Demonstrate practical experience of working in a trading standards or consumer protection environment
Experience of carrying out investigative work and giving evidence in Court of similar environment
Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
Qualifications
Diploma in Trading Standards or equivalent
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 exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS)

Date Created	November 2019	Date Reviewed	December 2022
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