

Job Description and Person Specification

Business Compliance Officer

Job Details	
Grade	5
Service	Regulatory Services
Location	Friargate
Job Evaluation Code	C6069D

Coventry City Council Values
<p>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:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Principal Trading Standards Officer:</p> <ol style="list-style-type: none"> 1. 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. 2. Enforce all relevant legislation administered by the section.

Main Duties & Key Accountabilities
1. 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.
2. Update and compile computer and other records produce detailed written reports on statistics and the outcome of investigations as required.
3. Responsible for the orderly storage and security of files, records, evidence and equipment.
4. Maintain technical, testing and inspection equipment.
5. Independently investigate complaints, deal with enquiries and service requests, giving advice to consumers and traders on legal and technical matters.
6. 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.
7. Liaise with a range of internal and external stakeholders in the investigation of complaints and infringements of Trading Standards law.
8. Keep up to date with legislation changes.
9. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
10. Interview alleged offenders and witnesses under PACE as required.
11. 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.

12. 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.

13. Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	West Midlands Police Various testing organisations	Internal:	Public Health Councillors Internal Coventry City Council Colleagues
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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.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Knowledge of legislation in relation to Trading Standards, or enforcement law within a Local Government framework
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Knowledge	Knowledge of the Police and Criminal Evidence Act as it relates to the collection of new evidence
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing an enforcement function.
Skills And Ability	Able to receive and record information accurately and to write reports following complaints, investigations or projects
Skills And Ability	Good listening skills and the ability to impart information to traders and consumers clearly and sensitively
Skills And Ability	Able to analyse basic statistical and mathematical information to produce reports or charts
Skills And Ability	Well organised with the ability to follow quality procedures, having an accurate and methodical approach to work.
Skills And Ability	Able to maintain technical, testing and inspection equipment
Skills And Ability	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
Skills And Ability	Be proficient in the use of IT packages
Skills And Ability	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.
Skills And Ability	Confident and assertive, with the ability to take appropriate action, including giving evidence in court, and to cope with conflict situations.
Experience	Prioritising workloads and meeting deadlines.
Experience	Report writing or providing other detailed written analysis
Experience	Experience of working with customers
Experience	Experience of interviewing alleged offenders in accordance with the codes of practice of the Police and Criminal Evidence Act.
Qualification	GCSE English and Maths – Grade C and above
	Diploma in Consumer Affairs (including the Food and Agricultural Standards paper) or Certificate of Competence in Food would be beneficial.

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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Declaration			
Reviewed/Created By:	Debbie Cahalin-Heath		
Job Title:	Strategic Manager – Reg & Communities	Date:	November 2019