

Job Description and Person Specification

Role:



Job Description

Job Title	Principal Trading Standards Officer
Grade	8
Service	Legal and Governance Services
Reports to	Strategic Manager – Regulation and Communities
Location	City Centre
Job Evaluation Code	



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 Strategic Manager – Regulation and Communities:

1. Responsible for the day to day management of the Business Compliance Team.
2. To provide leadership, motivation and supervision to the Business Compliance team and 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.
3. To deputise where necessary for the Licensing and Business Compliance Manager.

Main Duties & Key Accountabilities

Core Knowledge

1. To manage, motivate and lead staff in the day to day operation of 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. Maintain a high level of specialist knowledge of trading standards legislation in order to deputise for the Licensing and Business Compliance Manager and contribute towards service and policy development.
3. Provide detailed reports of service performance and development.
4. Development and maintain effective relationships with all relevant partners.
5. Supervise and co-ordinate the duties of the team ensuring business objectives and service quality standards are met.
6. To 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.
7. Support the Licensing and Business Compliance Manager in monitoring income, forward planning and review including maximising income generation and cost recovery.

8. Support the Licensing and Business Compliance Manager to develop and implement innovative and effective procedures for improving service delivery and cost efficiency in both statutory and non statutory parts of the service.
9. 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.
10. 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.
11. Interview alleged offenders and witnesses under PACE as required.
12. Recruit, manage and develop staff in line with corporate procedures to ensure staff are equipped, trained and motivated to deliver the services required of them.
13. Represent the service area at public meetings, forums, etc, give talks and lectures on the services provided as required and be able to present using various mediums.
14. Respond to media enquiries and be proactive, as necessary.
15. 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.
16. Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
17. 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.
18. 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

Key relationships

External West Midlands Fire Service West Midlands Police Responsible Authorities Immigration National and Regional Trading Standards Public Health	Internal Other Regulatory Teams
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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:

Trading Standards and Business Compliance Enforcement Officers

Person specification

Job Evaluation Code	
Knowledge	
Substantial 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 and understanding of the local government structure and political framework.	
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	
Supervisory and management skills to manage and motivate a team of professional / technical staff in order to achieve service objectives.	
Organisational skills to enable workload prioritisation and meeting deadlines whilst working under pressure.	
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.	
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	
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	

• Experience of working in a political environment.
• Substantial practical experience of working in a trading standards or consumer protection environment
• Experience of managing employees, projects and resources including some budgetary experience.
• 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
Qualifications
• Diploma in Trading Standards or equivalent
• Management / Leadership skills training will be beneficial
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	November 2019	Date Reviewed	August 2020
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