



Coventry City Council

Job Description

Job Title:	Senior Business Compliance Enforcement Officer	Job Number:	C6068D
Service:	Streetscene and Regulatory Services	Grade:	6
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 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 and Responsibilities:

1. Monitor trading activities over a wide range of legislation by visiting premises, taking samples, examining and testing goods and services and examining trade practices.
2. Investigate an extensive range of infringements of the law, taking appropriate enforcement action including preparing written reports and briefing notes on findings for Senior Officers and Elected Members, liaising with Legal Services, and attend Court as required to give evidence and report back on the outcome.
3. 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.
4. Mentor and support Business Compliance Enforcement Officers to assist in the performance of specific task and to advise/assist other members of staff where appropriate or where the post holder has specialist expertise.
5. Liaise with a wide range of internal and external stakeholders in the investigation of complaints and infringements of Trading Standards law.
6. 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.

7. Keep up to date with legislation changed, update the division on technical knowledge and trends, and give talks and lectures on aspects of the service as required.
8. Maintain departmental testing and inspection equipment.
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 from 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.

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: Mentoring the Business Compliance Enforcement Officers

Responsible to: Principal Trading Standards Officer

Date Reviewed: April 2021

Updated: June 2020



Coventry City Council

Person Specification

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Service:	Streetscene and Regulatory Services	Grade:	6
Location:	City Centre		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• Knowledge and understanding of legislation and Codes of Practice 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 sampling procedures.
	<ul style="list-style-type: none">• Knowledge and understanding of the Police and Criminal Evidence Act as it relates to the collection of new evidence.

Skills and Abilities:	<ul style="list-style-type: none">• Effective written and verbal communication.
	<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">• Investigation and inspection techniques.
	<ul style="list-style-type: none">• Assertiveness with the ability to take appropriate enforcement action and ability to cope with conflict situations.
	<ul style="list-style-type: none">• Ability to communicate confidently and effectively with a wide range of people and establish sound working relationships with businesses, the public, internal and external stakeholders, Elected Members, senior managers and colleagues.
	<ul style="list-style-type: none">• Ability to receive and record information accurately and write reports, including prosecution reports in a way that is concise and easily understood.
	<ul style="list-style-type: none">• Organisational skills with the ability to follow process and procedures.
	<ul style="list-style-type: none">• Accurate and methodical approach to work.
	<ul style="list-style-type: none">• Able to visit premises, examine, test and sample goods and examine procedures.
	<ul style="list-style-type: none">• Be proficient in the use of IT packages

Experience:	<ul style="list-style-type: none">• Prioritisation of workloads and meeting deadlines
	<ul style="list-style-type: none">• Experience of working with customers
	<ul style="list-style-type: none">• Experience of carrying out investigative work in an enforcement 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.



Coventry City Council

	<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 Consumer Affairs (including the Food and Agriculture Standards paper), or Certificate of Competence in Food
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.

Date Reviewed: April 2021

Updated: November 2019