



Role profile

Role title	Trading Standards Enforcement Officer: Level 2
Corporate directorate	Neighbourhoods
Service	Neighbourhoods & Public Protection Service
Grade	J
Reports to (role title)	Senior Trading Standards Officer
Version	1.1
JE code	(005272)

Approving manager	Stuart Benson
Date	

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Role purpose

The role holder will deliver a range of business support and consumer protection regulatory interventions including inspection; audit; advice; sampling; investigation of complaints and formal enforcement action including service of statutory notices and submission of case reports for prosecution for which the Neighbourhoods & Public Protection Service has responsibility. (Environmental Health, Licensing, Port Health, Trading Standards.)

The role holder will contribute to the efforts to protect the health and economic well-being of the public and support legitimate businesses through advice, education, regulation, enforcement activities and effective partnering arrangements.

The role holder will be responsible for managing their own caseload across a wide range of legislation and will identify and deliver solutions to issues with minimal supervision from their Senior Officer and/or Team Manager. The role holder will also assist with the development of other staff and supervise other staff as part of specific investigations or projects.

The role holder will contribute effectively to the achievement of service objectives and performance targets within the Trading Standards service and to the wider vision and priorities of Cornwall Council.

Dimensions

Annual financial accountability

Financial implications:

- Seizure of goods and records, service of improvement notices, other enforcement actions having an impact on the business, etc.
- Investigation of offences carrying sentences including unlimited fines and/or 10 year imprisonment.

Management accountability

Number of staff managed

- Work allocation and day-to-day supervision of Trading Standards Volunteers, Work Experience Placements and Student Officers.

Accountabilities

Cornwall Council is a dynamic organisation and the particular duties and accountabilities may vary from time to time without changing the general character of the role or the level of responsibility entailed. Individual objectives will be agreed via the PDS appraisal process

1. Conduct investigations into alleged criminal offences, breaches, unfair trading practices and unsafe working practices, including;
 - (a) Confronting and challenging alleged offenders/traders.
 - (b) Conducting formal interviews of alleged offenders at Police Stations, Public Protection offices or on trade premises.
 - (c) Obtaining witness evidence including from technical/expert witnesses.
 - (d) Seizing goods and documents by virtue of search warrants or statutory powers.
 - (e) Preparation of legal case files for consideration by Senior Managers and Legal Services.
 - (f) Giving evidence in Court (Magistrates and Crown Courts).
 - (g) Providing support and mentoring to other officers during investigations.
2. Conduct programmed and reactive inspections of local businesses, business premises (including 'high risk' businesses) vessels and vehicles to ensure compliance with Trading Standards legislation, including;
 - (a) Sampling and testing of products and services.
 - (b) Assessing products, services and business practices for compliance with legislation and associated codes and standards.
 - (c) Assessing premises and working practices for compliance with legislation and associated codes and standards.
 - (d) Making judgements as to appropriate courses of action where non-compliances are detected.
3. Provide legal and best practice advice to businesses in writing, by phone and in person to assist compliance with Trading Standards legislation.
4. Provide legal and practical advice to members of the public to enable them to resolve disputes with local businesses or to take appropriate alternative actions.
5. Undertake research into relevant consumer protection and/or business and industry related issues to inform future activity.
6. To provide practical assistance to other officers in the course of their duties.
7. Maintain professional competence through continual professional and personal development activities.

Corporate accountabilities

Information security and governance

Manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection, Freedom of Information, confidentiality, information security and sharing, the information lifecycle and data quality, to ensure compliance and efficient and effective information governance.

Safeguarding

Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and/ or adults who may be at risk. Report concerns/ allegations in accordance with corporate guidance and procedures.

Equality & Diversity

Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively, advising on alternatives so the opportunity for change can be considered.

Key objectives

The post holder will be expected to undertake duties principally relating to:

Fair Trading

- Regulating the motor trade
- Tackling doorstep crime and scams
- Preventing illegal sales of tobacco and alcohol/ protecting children from illegal underage sales
- Tackling the production and sale of counterfeit products.
- Promoting fair and legal business practices

Quality Standards & Animal Health

- Animal health and welfare on farms
- Animal by-products and animal-human disease control
- Food and feed hygiene on farms and food quality standards
- Ensuring consumer product safety
- Weights and measures

The role holder will also be expected to support and promote the commercial activities of the Neighbourhoods & Public Protection Service, including;

- Business accreditation schemes (Buy with Confidence, Made in Cornwall, etc).
- Assured business advice services.
- Training for local businesses and their staff.
- Primary Authority arrangements.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behaviours	Recruitment and selection
<p>Working together You understand and focus on customer needs and work well with colleagues and partners</p> <ul style="list-style-type: none"> • You understand and are attentive to the needs of your customers • You listen to the views of others and seek them out • You support and show consideration for others • You work well with colleagues and partners and acknowledge the different ideas, perspectives and backgrounds of others • You are committed to the protection and safeguarding of children, young people and vulnerable adults • You share information and expertise with others • You are honest, you respect and you build relationships of trust • You share your achievements and acknowledge the achievements of others 	<p>Interview.</p>
<p>Personal responsibility You take responsibility for your work, your environment and your development</p> <ul style="list-style-type: none"> • You are trustworthy and reliable • You pay attention to your own health, safety and wellbeing and that of others • You acknowledge errors, report them as appropriate and play your part in addressing them • You appropriately challenge unhelpful behaviour • You seek feedback and review your own contribution • You are open to change and improvement • You take responsibility for your development • You are enthusiastic about and take pride in your work 	<p>Interview.</p>
<p>Resourceful You apply expertise, solve problems and make improvements to deliver good customer outcomes</p> <ul style="list-style-type: none"> • You plan and organise your work and manage your time effectively • You gather relevant information, analyse it and make timely informed decisions in the course of your work • You are flexible and adaptable • You respond constructively to change • You demonstrate financial awareness relevant to the job you do • You use your initiative and are creative in problem solving • You deliver results and manage customer expectations 	<p>Interview.</p>

Knowledge, skills & experience	Recruitment and selection
Preferred:	
A relevant degree in Trading Standards.	"Education & Qualifications"
Essential:	
<ul style="list-style-type: none"> • Diploma in Consumer Affairs & Trading Standards (or predecessor qualification) or • A Diploma or Degree in a relevant subject such as Applied Criminal Investigation & Criminology, Food Science or Animal Health 	"Qualifications & Education"
Up to date knowledge and understanding of relevant Trading Standards legislation.	Application.
Successful experience of delivering the appropriate Trading Standards function.	Application and Interview.
Proven experience of conducting relevant Trading Standards inspections/interventions at business premises.	Application and Interview.
Proven experience of carrying out all aspects of investigations into breaches of the law.	Application and Interview.
Successful experience of leading and/or contributing to the delivery of projects	Application and Interview

Other requirements	Recruitment and selection
Ability to travel to meet the requirements of the role.	Application
A willingness to work outside of normal office hours as required.	Application
This position is subject to a criminal records disclosure check	YES – where access is required to secure e-mails.
This is a politically restricted position	NO