

## Role Profile

|                      |                                         |
|----------------------|-----------------------------------------|
| <b>Job Title:</b>    | <b>Senior Trading Standards Officer</b> |
| <b>Location:</b>     | <b>Colindale/Hybrid</b>                 |
| <b>Department:</b>   | <b>Consumer and Public Protection</b>   |
| <b>Directorate:</b>  | <b>Assurance</b>                        |
| <b>Grade:</b>        | <b>Grade I</b>                          |
| <b>Salary Range:</b> |                                         |
| <b>Reports to:</b>   | <b>Team Leader Trading Standards</b>    |

### 1. Job Purpose:

To provide technical professional enforcement services to protect the health, safety and welfare of residents, businesses, visitors and employees in Barnet; working with businesses to help them comply with their legal duties.

Provide assistance, advice and using available statutory powers to carry out all manners of enforcement to keep people safe and to maintain professional and legal standards. Achieving your full potential in delivering high quality services ensuring that the Council discharges their statutory obligations.

### 2. Key accountabilities:

- Undertake the investigation of service requests and identify contravention of legislation and corrective action to be taken.
- To ensure all elements of investigations conducted are compliant with the Criminal Procedures and Investigations Act 1996 and the codes of practice as well as the Police and Criminal Evidence Act 1984 and the codes of practice.
- visit trading premises, such as pubs, petrol stations, shops, factories and markets, to carry out routine checks or to respond to a complaint.
- carry out checks on things such as weighing machines and food labels in shops, beer and spirit measures in pubs and transport of livestock to market.
- deal with traders selling faulty goods.
- identify potential hazards, such as unsafe electrical goods or unroadworthy vehicles.
- check that advertisements and labels accurately describe the properties of the products.
- undertake intelligence led enforcement activities such as Test Purchase exercises to identify offences.
- take samples for laboratory analysis.

- offer business advice to help traders comply with legislation.
- investigate suspected offences, sometimes using directed Surveillance with other council officers, the police or other agencies.
- Conduct investigation in compliance with Criminal Procedures and Investigation Act codes of practice.
- Recommend legal action to Team Leader such as prosecutions in line with service and statutory legal guidelines.
- give legal advice to members of the public about their consumer rights.
- keep up to date with new legislation, new cases and guidance procedures.
- educate consumers and businesses, which may involve giving talks to schools, businesses and various consumer and vulnerable adult groups.
- Carry out the enforcement of legislation and other powers in a timely and efficient manner, as may be required in line with the councils Enforcement and Prosecution policy and statutory legal guidelines. This will include the presentation of evidence at legal and other quasi-judicial hearings. Initiate legal action where appropriate advising the Legal Service of technical considerations and contraventions.
- To prepare reports, statements, correspondence, briefs, plans and statistics as required and to keep a daily record of work undertaken.
- Ensure the Team Leader and Service Manager are kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or extraordinarily complex nature.
- To liaise with officers within this and other departments and organisations, and where necessary obtain warrants from the relevant courts i.e., County, Magistrates, Crown
- responsible for successfully completing caseloads with minimal daily supervision or guidance.
- contribute to the formulation of best practice and assist in the drafting of technical procedures and recommending service improvements falling within their area of work.
- To lead in using tact, persuasion and assertiveness skills to defuse highly confrontational situations and resolve complaints.
- Minimising any adverse impact on businesses, consumers, residents or others who might be affected by any enforcement or regulatory action taken.
- Take decisions in conjunction with Team leaders and Service Manager as to what is the most appropriate enforcement action and proceed with that action including: use of informal letters and notices, statutory notices, preparing legal cases and evidence for Court, Tribunal or other Statutory Hearing and in consultation with the Team Leader make recommendations to the Service Manager regarding cautions and prosecutions.
- To undertake out of hour's work as and when required.
- To be involved, as appropriate in the event of emergency situations occurring within Barnet.
- Comply with the Assurance Investigations Officer Code of Ethics.

- Range of activities for officers will include but is not limited to: inspections, projects, audits/surveys, alternative enforcement activities, publicity, attending committee and other meetings, processing applications, visits, investigating complaints and service requests, sampling, monitoring, gathering evidence, making test purchases, carrying out PACE interviews, taking statements, preparing reports and briefing notes for managers and determining appropriate action.
- Undertaking consistent, proportionate, targeted, accountable and transparent enforcement action, in accordance with best practice advice and guidance and enforcement policies, to resolve any identified non-compliances. This may include seizing goods, prohibitions, closures, preparing and serving statutory and fixed penalty or other penalty, information or improvement notices, warrants, simple cautions, prosecution and other legal documents.
- To execute a personal caseload related to the professional work of the service to ensure a high level of customer satisfaction by recording details of all visits and action taken. In accordance with service policies, standards and procedures and maintain statutory records. Update and review the service database as often as required up to completion.
- Support and offer technical advice in a specialist area of work to other officers, students, staff or contractors as directed.
- Assist with practical training of students, apprentices and other staff as required from time to time as directed.
- Carry out other duties as required by your line manager in accordance with the grading of the post.
- Providing high quality, sound, timely and accurate professional/technical advice, guidance and information about any work matter, to customers, colleagues, members of the public, Elected Members (Councillors), Senior Managers, solicitors, architects, surveyors and other professionals in a clear format that is understandable and appropriate.
- Delivering, as directed, a range of services in accordance with legislation, codes of practice, corporate policies, local systems, policies and guidance and good professional practice.
- Inspect the district to which you are assigned to keep informed of the regulatory circumstances therein; analysis of complex areas of work, problem solve, make complex decisions and take appropriate action and liaise with the officers in the team (and other teams) as necessary.
- Properly handling evidence, records and data to ensure that confidentiality, continuity, evidence integrity, data quality, data protection and requirements for team intel are observed.
- Undertake intelligence led enforcement activities.
- Minimising any adverse impact on businesses, consumers, residents or others who might be affected by any enforcement or regulatory action taken.
- Take decisions as to what is the most appropriate enforcement action and proceed with that action including: use of informal letters and notices, statutory notices, preparing legal cases and evidence for Court, Tribunal or other Statutory Hearing and in consultation with the

Team Leader make recommendations to the Service Manager regarding cautions and prosecutions.

- Appearing and giving evidence as a witness at Court, Tribunal or other Statutory Hearing.
- To wear appropriate Council Uniform whilst performing enforcement and operational duties and to be recognised as employees of Barnet.
- Undertaking consistent, proportionate, targeted, accountable and transparent enforcement action, in accordance with best practice advice and guidance and enforcement policies, to resolve any identified non-compliances. This may include seizing goods, prohibitions, closures, preparing and serving statutory and fixed penalty or other penalty, information or improvement notices, warrants, simple cautions, prosecution and other legal documents.
- Make arrangements to plan and undertake agreed work programmed in liaison with the Team Leader(s) in accordance with the service standards and quality criteria set by the service.
- To execute a personal caseload related to the professional work of the service to ensure a high level of customer satisfaction by recording details of all visits and action taken. In accordance with service policies, standards and procedures and maintain statutory records. Update and review the service database as often as required up to completion.
- To undertake out of hour's work as and when required.
- To be involved, as appropriate in the event of emergency situations occurring within Barnet.
- Ensure the Head of Service / Service Manager / Team Leader is kept fully informed on any aspect of work which is controversial, political, strategic, financial or otherwise of a sensitive or complex nature.
- Liaise with officers within council services, outside organisations, companies and individuals in order to deliver an effective Service.
- Keep up-to-date with changes in legislation, policies, attitudes and techniques relevant to their service groups and continued professional development.
- Assist at meetings, working parties, public meetings, exhibitions or demonstrations.
- Carry out specialist duties as requested and in accordance with experience and training.
- Carry out other duties as required by your line manager in accordance with the grading of the post.

### **3. Financial Responsibilities:**

- No budget responsibility.
- Ensure that all financial information is accurately recorded on the appropriate data management system to make sure that payment and income data is robust.

### **4. Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements.
- Complete mandatory health and safety training.
- Follow safe systems of work and use devices/guards provided for safety.
- Take care of your own and other's safety, health and wellbeing.
- Wear/use personal protective equipment and uniform where issued and instructed and appropriate to do so, including lone working devices, stab vests and body worn video when conducting visits.
- Report any accident/incidents/hazards/near misses to the corporate Health and Safety team and line manager.

## 5. Promotion of Corporate Values

- To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

## 6. Flexibility

- In order to deliver the service effectively, a degree of flexibility is needed, and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

## 7. The Council's Commitment to Equality

- To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## Person Specification

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|----------------------|-----------------------------------------|
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| <b>Reports to:</b>   | <b>Team Leader Trading Standards</b>    |

| Criteria                                                                                                                                                                                          | Essential/Desirable                      | Assessed by:          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|-----------------------|
| <b>Professional Membership/Qualification</b>                                                                                                                                                      |                                          |                       |
| Successful completion (or imminent completion) of a Diploma in Trading Standards or equivalent.                                                                                                   | Essential                                | Application           |
| <b>Experience &amp; Knowledge</b>                                                                                                                                                                 |                                          |                       |
| Good/expert working knowledge of the 'team specific' relevant laws, powers, codes of practice, guidance, policies to deliver on the team's statutory duties and support the council's priorities. | Essential                                | Application/Interview |
| Experience of taking enforcement action.                                                                                                                                                          | Desirable                                | Application/Interview |
| Excellent interpersonal and negotiation skills and able to communicate clearly both verbally and in writing with a wide range of contacts and to deal with difficult or complex issues            | Essential                                | Application/Interview |
| Ability to accurately draft legal documents                                                                                                                                                       | Essential                                | Application/Interview |
| <b>Skill &amp; Ability</b>                                                                                                                                                                        |                                          |                       |
| Competent user of Microsoft Office specifically Word, Excel, PowerPoint, and Outlook.                                                                                                             | Essential                                | Application/Interview |
| Ability to accurately record data using specialist data management systems                                                                                                                        | Essential                                | Application/Interview |
| Is self-motivated and able to work under pressure to meet deadlines and targets whilst producing work to a high standard.                                                                         | Essential                                | Application/Interview |
| Ability to meet the travel requirements of the post                                                                                                                                               | Essential<br>Desirable – Driving licence | Application/Interview |
| Adaptable, has as a flexible attitude and is able to adjust to change in tasks at short notice.                                                                                                   | Essential                                | Application/Interview |

## Caring for people, our places and the planet

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| Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.                                                                                                | Essential | Application/Interview |
| <b>Values &amp; Behaviours</b>                                                                                                                                                                                                        |           |                       |
| <b>Caring</b>                                                                                                                                                                                                                         |           |                       |
| Integrity- I work with candidates and colleagues in a way that builds trust.                                                                                                                                                          | Essential | Application/Interview |
| Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok                                                                                                     | Essential | Application/Interview |
| Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt                                                                                                          | Desirable | Application/Interview |
| <b>Learning to Improve</b>                                                                                                                                                                                                            |           |                       |
| Insight- I regularly rely on evidence and professional standards to support my work and decision making.                                                                                                                              | Essential | Application/Interview |
| Agile- I am fully empowered to act within the scope of my role                                                                                                                                                                        | Desirable | Application/Interview |
| Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can                                                                         | Desirable | Application/Interview |
| <b>Inclusive</b>                                                                                                                                                                                                                      |           |                       |
| Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding                                                                       | Desirable | Application/Interview |
| Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others                                                             | Desirable | Application/Interview |
| Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.    | Desirable | Application/Interview |
| <b>Collaborative</b>                                                                                                                                                                                                                  |           |                       |
| One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others | Essential | Application/Interview |
| Accountable- I accept responsibility for my own actions and decisions, and demonstrate                                                                                                                                                | Essential | Application/Interview |

Caring for **people**, our **places** and the **planet**

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| commitment to ensuring these align to what is best for Barnet                                                                                        |           |                       |
| Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards | Essential | Application/Interview |