

Role Profile

Job Title:	Trading Standards Team Leader – Level 1
Location:	Colindale/Hybrid
Department:	Trading Standards
Directorate:	Assurance & Public Protection
Grade:	Grade J
Salary Range:	£49,590 - £54,927
Reports to:	Counter Fraud and Trading Standards Manager

Job Purpose:

To support the Counter Fraud and Trading Standards Manager in the effective leadership, management and delivery of the Trading Standards service, ensuring the Council's statutory responsibilities are discharged in a professional, proportionate and legally compliant manner. The postholder will provide operational leadership to a team of Trading Standards professionals, overseeing performance, workload allocation, complex case management, quality assurance and professional development.

To lead and undertake complex Trading Standards investigations and enforcement activities, providing expert technical advice and guidance to officers, managers, elected members, businesses and partner agencies. The postholder will ensure that enforcement activity is intelligence-led, evidence-based and aligned with the Council's enforcement priorities and corporate objectives.

To act as the Council's Lead Officer for Weights and Measures (if accredited). To protect the health, safety and economic wellbeing of residents, consumers and legitimate businesses by promoting compliance, providing professional advice and taking appropriate enforcement action using a range of statutory powers where necessary.

To develop and maintain effective relationships with councillors, partner organisations, regional and national Trading Standards bodies and other stakeholders, ensuring that local issues are addressed effectively and that elected members are kept informed of significant enforcement activity and outcomes within their wards.

Key accountabilities:

1. Leadership & Management

- Provide operational leadership and direction to the Trading Standards team, ensuring the effective delivery of statutory functions, corporate priorities and service objectives.

- Directly manage, motivate and develop a team of professional and technical officers, ensuring high standards of performance, wellbeing, attendance and professional conduct.
- Allocate resources, prioritise workloads and monitor performance to ensure investigations and projects are delivered efficiently and effectively.
- Undertake regular supervision, performance reviews and one-to-one meetings, identifying training and development needs and implementing appropriate support and performance improvement measures where necessary.
- Act as Training Officer for the team, overseeing professional development, qualification pathways and continuing professional development requirements.
- Support the Counter Fraud and Trading Standards Manager in the development and implementation of service plans, policies, procedures and operational priorities.
- Deputise for the Counter Fraud and Trading Standards Manager where required.
- Represent the Council at local, regional and national meetings, working groups and partnership forums. Contribute to service planning, workforce development and succession planning.
- Promote a culture of continuous improvement, learning and professional development.
- Identify opportunities for innovation, intelligence-led enforcement and service improvement.
- You will be accountable for prisoners' administration whilst acting as Local Authority Senior Responsible Officer either in interview, charging and bailing at Police Station or Court Environments.

2. Trading Standards and Enforcement Responsibilities

- Lead, oversee and personally undertake complex and high-profile Trading Standards investigations, ensuring compliance with relevant legislation, statutory guidance, codes of practice and enforcement policies.
- Act as the Lead Officer for Weights and Measures (if accredited), ensuring the Council fulfils its statutory obligations and maintains the required standards of metrological control and consumer protection.
- Provide specialist technical advice and guidance to officers, managers, elected members and partner agencies on complex Trading Standards and enforcement matters.
- Oversee and quality assure investigations conducted by officers, ensuring compliance with the Police and Criminal Evidence Act 1984 (PACE), Criminal Procedures and Investigations Act 1996 (CPIA), Regulation of Investigatory Powers Act 2000 (RIPA) and all other relevant legislation.
- Lead intelligence-led enforcement activities including inspections, test purchase operations, surveillance activities, warrant executions and multi-agency operations.
- Review evidence and investigation files and make recommendations regarding enforcement action, including warnings, cautions, civil sanctions, prosecutions, injunctions, closure powers and other legal remedies.
- Prepare and present evidence before Courts, Tribunals, Licensing Panels and other formal hearings as required.
- Ensure investigations are conducted in a manner that is proportionate, targeted, transparent, accountable and consistent with national enforcement principles.

- Comply with the Assurance & Public Protection Investigations Officer Code of Ethics.
- To be honest and above reproach in all dealings, always displaying the highest quality standards of professionalism, maintaining complete confidentiality.
- Preparing reports and briefing notes for the Manager and Head of Service to determine appropriate action.
- Properly handling evidence, records and data to ensure that confidentiality, continuity, evidence integrity, data quality, data protection and requirements for team intel are observed.
- To wear appropriate Council Uniform and appropriate PPE including stab vest, radios and body worn cameras whilst performing enforcement and operational duties and to be recognised as employees of Barnet.
- To undertake out of hour's work as and when required.
- 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.

3. Financial Responsibilities:

- Responsible for achieving any personal/team targets as set by the manager.
- Ensure that all financial information is accurately recorded on the appropriate data management so that payment and income data is robust and reconciliations completed as necessary.
- Assist Counter Fraud and Trading Standards Manager in ensuring that pre-set financial targets are met.
- Assist the Counter Fraud and Trading Standards Manager to ensure that fees and charges are accurate, legal and comprehensive.
- Ensure that all debts are appropriately recovered.
- Ensure that financial investigation considerations are embedded within enforcement activity where appropriate.

4. Strategic and Partnership Responsibilities

- Represent the Council at local, regional and national Trading Standards and enforcement forums and meetings.
- Develop strong working relationships with partner agencies, including London Trading Standards, National Trading Standards, Police, HMRC and regional enforcement groups.
- Support the Counter Fraud and Trading Standards Manager in delivering strategic priorities and service transformation initiatives.
- Prepare reports, briefings and recommendations for senior management, elected members and partnership boards.

5. 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.
- Ensure risk assessments are in place for all task/activities where there are significant hazards, including stressors that could have an adverse effect on staff wellbeing. Identify and implement controls. Ensure staff are aware of the risk assessment findings and trained in the use of controls measures.
- Monitor health and safety compliance arrangements and take action where there are concerns.
- Include health and safety in regular management team meetings.
- Lead by example, monitor and enforce health and safety compliance of staff.
- Wear/use personal protective equipment where issued and instructed to do so, including lone working devices.
- Wear/use personal protective equipment 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.

6. 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

7. 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.
- Where there is a requirement to adjust working patterns to deliver a service or a specific operation appropriate consideration will be given to start and finish times.

8. 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.
- e equality in the workplace and in the services the council delivers.

Person Specification

Job Title:	Trading Standards Team Leader
Location:	Colindale/Hybrid
Department:	Trading Standards
Directorate:	Assurance
Grade:	Grade J
Salary Range:	
Reports to:	Counter Fraud and Trading Standards Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Successful completion of a Diploma in Trading Standards or equivalent.	Essential	Application / Interview
Hold the qualifications and experience to be the Chief Inspector Weights and Measures	Desirable	Application / Interview
Evidence of continuing professional development in Trading Standards, enforcement and financial investigation disciplines	Essential	Application / Interview
Management or leadership qualification (ILM or equivalent)	Desirable	Application / Interview
Experience & Knowledge		
Significant experience of undertaking complex Trading Standards investigations and enforcement activity	Essential	Application / Interview
Experience of supervising, leading or mentoring enforcement staff	Essential	Application / Interview
Extensive knowledge of Trading Standards legislation, enforcement powers, codes of practice and associated regulatory frameworks	Essential	Application / Interview
Experience of preparing prosecution files and presenting evidence in court	Essential	Application / Interview
Experience of developing and delivering intelligence-led enforcement projects	Essential	Application / Interview

Experience of working with external enforcement partners including Police, HMRC, NTS, Regional Investigation Teams and other local authorities	Essential	Application / Interview
Experience of managing competing priorities and operational workloads within a regulatory environment	Essential	Application / Interview
Experience of contributing to service improvement, policy development and strategic planning	Desirable	Application / Interview
Skill & Ability		
Ability to lead, motivate and develop professional enforcement staff	Essential	Application / Interview
Ability to manage and quality assure complex investigations	Essential	Application / Interview
Excellent verbal and written communication skills, including report writing and briefing senior managers	Essential	Application / Interview
Ability to develop effective relationships with internal and external stakeholders	Essential	Application / Interview
Ability to make sound operational decisions in complex and high-profile enforcement matters	Essential	Application / Interview
Ability to analyse intelligence and evidential material and determine appropriate enforcement outcomes	Essential	Application / Interview
Competent user of Microsoft Office and specialist enforcement databases	Essential	Application / Interview
Ability to work independently and exercise professional judgement with minimal supervision	Essential	Application / Interview
Ability to meet the travel requirements of the post	Essential	Application / Interview
Full UK Driving License	Essential	

Adaptable, has as a flexible attitude and is able to adjust to change in tasks at short notice.	Essential	Application/Interview
Able to progress sometimes complex cases in a timely manner accurately and in accordance with the relevant legislation and guidelines.	Essential	Application/Interview
Values & Behaviours		
Caring		
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
Learning to Improve		
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
Inclusive		
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
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the	Essential	Application/Interview

Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Application/Interview
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