Job Description

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| **Job Title** | Trading Standards Officer |
| **Grade** | PO4 |
| **Reporting To** | Trading Standards Team Leader |
| **JD Ref** | REG0154P |

Purpose

Carry out criminal compliance enforcement activities across the regulatory service

functions. Within a generic team carry out inspections, surveys, and investigations into complex and

serious breaches of trading standards legislation. Identify legal contraventions and select,

recommend, and execute appropriate enforcement activity based on assessed risk. The post

holder will have sole responsibility for undertaking this work and the duties will include

presenting solutions to bring a resolution to complex issues.

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.

**Team Leadership and Management:**

* Provide strong leadership, strengthening engagement, growth, culture, innovation, collaboration and performance.
* Assign responsibilities, setting clear expectations, and deliverables to team members and empower them to excel in their roles.
* Through continuous improvement strengthen the tools, practices and impact of the service.

**Communication, Engagement and Training:**

* Undertake and/or supervise complex projects involving a range of stakeholders, aimed at
* securing business compliance with all Trading Standards legislation.
* Prepare reports, undertake correspondence, conduct interviews, brief the Council Solicitor, and when necessary, give evidence in Court
* Work with other Council departments and external voluntary and statutory bodies to

identify any issues that require intervention through Trading Standards.

* Contribute to the management of the Service by supervising, training, mentoring, and

monitoring the work of less experienced colleagues, checking their work, providing

specialist advice and guidance, as necessary.

* Give new business advice to members of the public and commercial undertakings within

Wirral.

* Respond to complaints and enquiries from Councillors, MPs, Senior Managers, members

of the public and our business partners.

* Provide presentations and training to Council Staff from other Sections and Departments

as well as outside agencies to inform about the work of Trading Standards.

* Deal with Business owners who are discontent with outcomes and where personal and

political pressure is placed upon them to respond to issues, this will be through face-to-face contact at public meetings, written and verbal communication.

* Ensure the well-being of Wirral residents by providing an expertise role working to meet

local needs in terms of accessing good quality Trading Standards advice and information.

* Support the Senior Manager in the review and negotiation of Service Level Agreements

for the operation and service provision of Trading Standards.

* Develop and maintain a lead officer role in relation to one or more aspects of the work of

the Trading Standards Section.

* Be fully aware of and comply with all legislation, statutory guidance and good practice

relating to Trading Standards and to keep abreast of all legal and or other developments.

* Represent the Trading Standards Service at meetings and to participate, co-ordinate or

lead regional initiatives and projects with other Local Authorities, professional bodies,

study groups and other external organisations such as the Food Standards Agency, Police,

Fire Brigade.

* Represent the Trading Standards Senior Manager or Trading Standards Team Leader at

local, countrywide, and regional discussion, liaison, strategy, and policy making groups.

* Provide guidance and support to colleagues when dealing with complex cases and

needing verification and/or assistance on decisions.

**Data Analysis and Decision-Making:**

* Enforce all relevant legislation utilising a full range of enforcement powers from an

informal educative approach to formal legal proceedings as laid down in the Division’s

Enforcement Policy.

* Significant participation in project teams to deliver local and national health promotion initiatives.
* Monitor performance and quality standards and ensure that Trading Standards work

complies with policy and procedures and the standards required in (the local service level.

management agreement and in the sub-regional partnership agreement).

* Research, review, develop, consult on, and implement policy and procedures for Trading

Standards to help the Council to achieve its objectives in relation to Trading Standards,

including, production of management reports to identify changes and trends.

* Maintain an up-to-date knowledge in relation to relevant Government initiatives,

guidance, changes in legislation and good practice.

* Ensure that management information is produced and verified to enable accurate

management reports including statutory returns and statistics to be provided on time.

* Participate in initiatives and consistency exercises to monitor the work of peers to ensure

that Officers within Trading Standards enforce the law consistently and uniformly.

* Contribute and support the Senior Manager in establishing fees and costs for the operation of work undertaken by Trading Standards.
* Provide the Senior Manager with options and assessments on operational impact/risks of

service planning changes along with council and partner agency savings as required.

* Assist with the interpretation and implementation of new legislation or government

statutory guidance on the work of Trading Standards.

* Assist with the development and implementation of Council policy’s allocation policy and

associated procedures, review procedures, contribute to the development of policy

formulation and provide technical assurance ensuring compliance with best practice,

legislation and Council policy frameworks following new legislation and guidance and /or

at specified policy review periods.

* Make formal proposals on resources, objectives, and targets for service planning

purposes to support the delivery of effective and responsive services.

* Responsible for the care and maintenance of equipment and evidence, ensuring security

and continuation of evidence chain.

* Ensure the security and accuracy of information and data management.
* Exercise discretion always regarding confidential information and to observe relevant

codes of practice and legislation in relation to data protection and personal information.

* Identify through professional understanding implications for service needs, service

efficiency and effective of delivery of and will consider potential impacts of changes and

alert the Senior Manager to potentially significant opportunities and risks to avoid and

mitigate a negative impact on the service.

* To investigate enquiries from Members of Parliament and Councillors and draft replies

for the Senior Manager.

* Attend case conferences/Council meetings and court representing the Council.
* Role requires low level of supervision, as it is expected that decisions are undertaken in

an environment of self-management, work planning, problem solving, negotiation, risk

identification, prioritisation of work.

**Performance Management:**

* Contribute to broader service strategy and ensure it is effectively translated into service

plans and operational performance.

* Identify change, trends, and emerging initiatives in the service and related areas to

contribute to shaping broader service policy plans and best practice.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Ensure that all service initiatives adhere to relevant legislation, policies and practices.
* Use appropriate powers to ensure that businesses are compliant with their legal

obligations.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Professional CTSI Trading Standards qualification (DTS/DCATS including Food and Legal

Metrology modules) or equivalent, plus a university degree.

* *Desirable - Undertaken additional qualifications or training in a field related to Trading Standards.*
* *Desirable - Lead Auditor Assessor Qualification*

**Knowledge & Skills**

* Knowledge of Trading Standards legislation and statutory guidance
* Knowledge of Enforcement Procedures and PACE.
* The ability to represent the Trading Standards Service at meetings, participating in the

co-ordination or lead regional initiatives and projects with other Local Authorities,

professional bodies, or external organisations.

* The ability to prepare reports, undertake correspondence, conduct interviews, and collate

case files for Legal Services.

* The ability to investigate and undertake complex projects.
* An awareness and understanding of equality issues.
* Excellent IT skills with knowledge of Microsoft systems and experience of using

databases.

* Ability to work with minimal supervision and to a high level of accuracy.
* Excellent Communications skills with the ability to influence the behaviour of others.
* The ability to change people’s behaviour when dealing with high level and complex

Negotiations.

* Excellent time management.
* *Desirable – An understanding of the care and maintenance of equipment and evidence to ensure security of evidence and continuity of the evidence chain.*

**Experience**

* Experience in a Trading Standards service.
* Experience of investigating consumer complaints.
* Experience of the provision of business advice to members of the public and commercial

undertakings.

* Experience in working in a large urban authority or private sector organisation.
* *Desirable - Experience of training, mentoring and the development of less experienced colleagues.*
* *Desirable - Experience of working with a range of statutory, voluntary, and other organisations or agencies to achieve the successful development and implementation of partnerships.*
* *Desirable - Experience of investigating enquiries from Members of Parliament or Councillors and drafting replies to their enquiries.*
* *Desirable - Experience of giving presentations.*
* *Desirable - Experience of preparing Committee Reports.*
* *Desirable - Experience of Civil Enforcement procedures and the Enterprise Act.*

Additional Information *Select/delete as appropriate from some of the standard options below*

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations: *Select/delete as appropriate from the list below:*

* Prolonged Repetitive Movements/Actions
* Moving or handling heavy loads
* Working with dust or fumes
* Working with chemicals (industrial or cleaning)
* Working in a confined space
* Working at Heights
* Exposure to Noise (>80dbA)
* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Foods Handling
* Driving duties
* Contact with latex
* Contact with cytotoxics
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By: Gill Vicary

Senior Manger Trading Standards

Date Of Approval: 5 June 2025