



Job description			
Job title	Trading Standards Officer		
Grade	O		
Directorate	Communities & Neighbourhoods		
Service/team	Trading Standards		
Accountable to	Consumer Protection Manager		
Responsible for	Carrying out statutory and non-statutory duties commensurate with the role of a qualified Trading Standards Officer.		
JE Reference	A5419	Date Reviewed	October 2025

Purpose of the Job

The Officer will protect consumers and businesses by:

- promoting a safe and fair-trading environment, helping businesses succeed and protecting communities.
- Safeguarding buyers of goods and services, and the public, against unfair practices in the marketplace.
- To ensure consumers are protected, working with businesses, or taking formal action to ensure compliance with consumer protection and trading standards law.
- To advise businesses to prevent them from engaging in fraudulent and unfair practices to maintain fair and safe trading environments.
- Providing support the Trading Standards Team Leader and the wider Community Protection Service by providing technical assistance and carrying out enforcement work in relation to all areas of Community Protection but with particular emphasis on Weights and Measures and Food Standards law.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To undertake the relevant statutory duties of the Community Protection Service working within the Trading Standards Section carrying out proactive and reactive interventions including enforcement action, inspections, surveys and investigations into complex and serious breaches of trading standards legislation to identify legal contraventions



and select, recommend and execute appropriate solutions based on assessed risk.

2. To lead on any service planning, service requests and complaints or activities relating to Trading Standards associated with the authority's statutory responsibilities for Food Standards and Weights and Measures regulation and compliance obligations.
3. Investigate consumer and business complaints and give advice to consumers and businesses on Trading Standards matters where necessary.
4. To work with relevant stakeholders to lead and deliver projects to support local, regional, and national trading standards initiatives, to deliver and/or supervise complex projects aimed at securing business compliance with all trading standards legislation.
5. To support the Trading Standards Team Leader in the development of policies and procedures, making use of best practice, innovative solutions and enhanced enforcement powers. And contribute to the preparation of, and to participate in the implementation and delivery of the service plan, taking responsibility for delivering key statutory functions relating to food standards and weights and measures obligations, against targets, performance indicators and budget controls.
6. To lead and participate in Trading Standards project and survey work as directed by the Trading Standards Team Leader.
7. To have knowledge of and keep up to date with changes in relevant Legislation and policies, relevant Government initiatives, guidance and good practice applicable to Trading Standards, and updating the service accordingly alongside providing guidance and advice to Elected Members, residents and businesses as requested.
8. To represent the authority at both internal and external meetings in relation to legislation enforced by the section.
9. To work outside normal office hours as required by service needs.
10. To utilise a range of technical equipment required to carry out the job including, weights and measure equipment, CCTV, Mobile information technology devices etc.
11. To keep accurate records of all visits and / or actions. To maintain computerised records where necessary relating to the work of the service, using the appropriate systems / technology where appropriate. Including maintaining a comprehensive notebook in line with evidential best practice.



12. To undertake the range of duties applicable to Trading Standards, specifically focusing on, but not limited to, food standards and weights and measures law, including the enforcement of statutory requirements, the serving of notices, the inspection of premises, instigate formal and informal enforcement action and the investigation of criminal breaches.
13. To participate in work programmes to achieve Divisional, Departmental and Council objectives and targets applicable to the service, and to provide professional expertise in these areas.
14. To provide support, advice and encouragement to all staff within the division and to provide training as and when directed.
15. To prepare high quality reports, statutory returns and statistics, legal documents in connection with the investigation of criminal offences under investigation and where required give evidence in any related court proceedings or tribunal, attend committees and other relevant meetings as required.
16. To carry out such other duties as may, from time to time, be required by the Head of Safety Resilience and Community Protection and / or Consumer Protection Manager and / or Trading Standards Team Leader as commensurate with the grade and overall responsibility of the post, including deputising for the Trading Standards Team Leader when required.

Knowsley Better Together – Staff Qualities



Health and Safety



- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.
- To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post.
- To inform the Trading Standards Team Leader or Community Protection Manager of any breach of health and safety issues or indeed of any situations or events which it is considered could place individuals in danger.
- To ensure that as an individual the post holder is aware of the issues of lone working and acts in accordance with any training briefing or advice given.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.