

## **Job Profile Information: Trading Standards Officer**

**Job Title: Trading Standards Officer**

**Job Grade: Level 4 Zone 1**

**Salary Range: £40,562 - £46,779**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The role of a trading standards officer is to be part of a team that strives to create a fair and safe trading environment that is healthy, strong and inclusive.

### **About the Role**

You will deliver effective trading standards housing enforcement, leading on investigation and resolution of complex cases. Covering MEES, membership of Client Money Protection Schemes and Redress schemes, Tenants fees, Tenancy deposits, safety of let accommodation, types of letting arrangements/agreements and their contract formation and conduct with reference to the Consumer Protection from Unfair Trading Regulations 2008 and the Fraud Act 2006. Visiting premises, ensuring legal compliance, identifying priorities, risks and impacts. Fostering relationships across a wide range of partners.

This role creates a better future for Camden residents within the places they call home, to safeguard their financial security and safety. Mitigating against detrimental impacts of rogue landlords and agents, including mis-management of properties for illicit purposes, modern slavery, the environment and sustainability, fire, health and safety risks (particularly to the vulnerable and young people and children), the socio-economic impacts and cost of living.

### About You:

- Contribute to the delivery of the enforcement team within Private Sector Housing including leading on effective investigation and resolution of complex cases. With a particular focus on housing and tenancy related investigations. With reflective learning and sharing lessons learned. Conducting investigations in line with NTS and Camden Plan priorities, enforcement policies including the Regulators Code. Leading operations and taking part in other agency operations, where appropriate.
- Carry planned or unplanned visits and inspections to ensure compliance with relevant legislation.
- Support the Housing Enforcement teams to identify priorities according to national and local intelligence, risks and impact. Lead role in liaising with DLUHC, Lord Mayors rogue landlord team, NTSELAT, redress and client money protection schemes, Shelter and any other appropriate agencies.
- The post holder will be self-motivated and committed to lead, manage and drive improvement, taking responsibility for ensuring the delivery of an effective service.
- To deputise for the Operations Manager and / or Trading Standards Team Leader as directed
- Produce performance and statutory compliance reports/returns to London & National Trading Standards and other reporting bodies.
- Assist the Operations Manager in putting together relevant information for, Members enquiries, FOIs, local tasking meetings, prepare and present reports on your work for senior managers and other officers e.g. Legal Services, partners, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales. Keep up to date with legislative and regulatory developments and draft specific statutory compliance / procedural documents to be considered by Senior Management colleagues and the relevant Portfolio Holder.
- Attend meetings in connection with this work. Carry out appropriate education/advice campaigns re legislation changes.
- Update all databases with work done including meeting response targets, including, timely intel reports on appropriate Intel databases for NTS. Use online forensic tools. Maintain the forensic laptop.
- Prepared to do out of hours enforcement.
- Follow all principles of good GDPR practice and Data Protection Act requirements, including corporate data-handling requirements
- To assist with any other exigencies for the council.

This role covers the work required for Private Sector Housing Service under the auspices of the Joint Strategic Needs Assessment [JSNA]. It involves enforcement and advice work where traders engage in unfair and fraudulent practices with tenants in private sector housing.

As a lead investigation and case officer, the post holder may be required to supervise or mentor apprentices and other support staff as required and to work with the Operations Manager/Trading Standards Team Leader to promote the work of the service.

### **Technical Knowledge and Experience:**

- Essential: Working towards/completed Level 4/6 Apprenticeship in Regulatory Compliance/Trading Standards (or it's equivalent), Qualification Framework, Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards or equivalent DPCP/Board of Trade
- Essential: Recent experience of managing and investigating complex trading standards casework using own initiative and limited supervision
- Essential: Significant experience of taking enforcement action for failure to comply with requirements of appropriate legislation and statutory notices, including obtaining legal warrants of entry from courts, having progressed cases to court, prepared and given evidence in court.
- Essential: Full working knowledge of IPA including disclosure, CPIA, Regulator's Code, PACE and Trading Standards legislative powers.
- Have a detailed knowledge/understanding of the legislative framework relevant to trading standards and experience in its application to casework in order to:
  - Identify and secure innovative interventions in the investigation of complaints and other enquiries. Select and prioritise work undertaken according to risk and impact. Working collaboratively with internal and external partners
  - Prepare and write clear reports, specifications and other documentation relevant to legislation and service of notices.
  - Effectively monitor the progress of works/actions required by informal/formal action.
  - Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
  - Attend court, prepare and give evidence as required; and participate in PACE interviews.

- Demonstrate experience of providing advice on complex cases and ability to act as a mentor for training purposes.
- Demonstrate involvement in managing, organising and coordinating projects, and identify how this has led to a successful outcome.
- Demonstrate experience and ability to manage sensitive intelligence and information securely ensuring that data is managed in accordance with the Data Protection Act
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate. Experience of maintaining budgets and recording expenses

#### **Work Environment:**

- Mixture of office based work at 5 Pancras Square, site visits and attendance at internal and external meetings. The post holder will be required to attend evening meetings or other out of hours' visits or events outside core working hours as necessary.
- The post holder will be expected to work independently and with minimal supervision, and will be seen to apply sound judgement, technical expertise and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

#### **People Management Responsibilities:**

The post holder will be the lead investigatory officer and technical expert in a specific area of trading standards and may be required to supervise or mentor apprentices and other support staff as required.

Provide Trading Standards related guidance material and training programmes to internal council departments and partner organisations such as the Metropolitan Police Service.

Oversee the work delivered by Trading Standards apprentices and test purchase volunteers (test purchasing, underage sales etc.).

**Relationships:**

Reports to the Trading Standards Team Leader. Works closely with National Trading Standards and LTS regional intelligence analyst and other appropriate intelligence sources.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet priorities of the service, London Trading Standards and National Trading Standards.

Key contacts are likely to include:

- Public
- Businesses / business representatives
- Police
- National Trading Standards
- Department of Levelling Up, Housing, Communities [DLUHC].
- Lord Mayors Office
- Redress & Client Money Protection Schemes
- Cabinet members and ward councillors
- Directorates and services across the Council
- Other local government and regional authorities, including the Greater London Authority
- Government agencies including, Health and Safety Executive, Public Health England.
- Non-government agencies, for example, Chartered Trading Standards Institute, Citizens Advice Consumer Service.

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

### **Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.