

Job Profile Information: Trading Standards Officer

This supplementary information for Trading Standards Officer is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental, Job Level 4 Zone 1 and Camden Way Category 4

Role Purpose:

Camden Trading Standards is the national enforcement backstop for the Advertising Standards Authority [ASA]. This work is funded on behalf of Department of Business, Energy and Industrial Strategy [BEIS] via National Trading Standards [NTS].

The post holder will lead on the referred trading standards casework as sent through by the ASA. The post holder will work independently with minimal supervision and may require guidance from senior officers on occasion. S/he will be seen to apply sound judgement and commitment to delivering a high quality customer focused service.

The role will involve enforcement work where there is a failure by a trader to comply with the requirements of the ASA's advertising codes and alternative enforcement actions. Responsible for managing, developing and delivering positive enforcement outcomes to get the trader/advertiser to be compliant and where appropriate may include case investigations. The post holder will have a high level of communication skills, will accurately record information, write clear detailed reports, explain complex and technical issues and communicate concisely both orally and in writing.

Working across a range of organisations the post holder will support both the Chair and Director of NTS. This may include ministerial meetings, other governmental meetings, NTS meetings and at the ASA including the ASA Council. S/he will liaise with internal and external organisations which may include financial investigators, the police and other appropriate organisations. Must maintain effective partnership relationships in order to support and deliver on the objectives of the Council, the ASA and the NTS as well as working with stakeholders to progress casework. The post holder will also liaise with relevant services within the Council where appropriate and may be required to work as part of a multi-agency network.

The post holder will be expected to maintain an organisational awareness in the delivery of the service provided, in order to ensure the Council's financial interests are protected at all times. Council's Trading Standards Service including reflective learning and sharing lessons learned.

As the lead investigation officer the post holder may be required to supervise or mentor apprentices and other support staff as required and to work with the Trading Standards Principal Officer to promote the work of the service.

Example outcomes or objectives that this role will deliver:

- To lead on the identification of a strategic plan to tackle any particular given case with the full range of Trading Standards skills from enforcement to directed advice. Includes identification of alleged offences and working out the most effective outcome for both ASA and Camden Trading Standards.
- To lead, manage and coordinate the performance of an investigation team [where appropriate], ensuring that service decisions in response to ASA case referrals comply with relevant legislation, policies and guidance. Provide sound and professional support and advice to officers, Members and stakeholders in relation to the trading standards core function.
- Responsibility for ensuring the timely investigation referred cases, including use of appropriate interventions in line with the NTS and Camden Plan priorities, enforcement policies including the Regulator's Code.
- Where any case is identified for full investigation to assist the Trading Standards Principal Officer to devise and submit a bid for funding to carry out that investigation to its conclusion.
- Prepare and present reports on the work of the team to the Business and Consumer Services Manager, Head of Business and Consumer Support, Members, Chartered Trading Standards Institute and relevant Council bodies in particular Legal Services, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales.
- To do regular feedback reports to ASA and NTS as and when required.
- To liaise with the Business and Consumer Services Manager over funding for ASA work, payments and invoices where required and if necessary to deal with the relevant finance officers. To assist in liaising with CTSI [who administer all finances on behalf of NTS] about the status of any finances for the ASA work as required.
- To assist Camden's finance team where appropriate for any section 151 Local Government Act 1972 audit requirements over the NTS funding.
- On occasion to attend the ASA's offices for meetings, attend full ASA Council and any other appropriate events about our role as the National Enforcement Backstop. This may involve the producing and giving of appropriate presentations about the enforcement backstop work.
- Knowledge to carry out online investigatory checks involving using some online forensic tools.
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service.
- To initiate and/or respond to consultations, in particular those relating to the team's specific ASA area of work.
- To keep abreast of relevant existing, new and draft legislation, advice, regulations, training updates, changes and other developments relevant to delivering the Council's Trading Standards Service.
- To assist Trading Standards Principal Officer with any requests including Freedom of Information, Data Protection and any other requests/complaints about ASA related work.

- Any other duties as required.

People Management Responsibilities:

There are no line management responsibilities. The post holder will be the lead investigatory officer and may be required to supervise or mentor apprentices and other support staff as required.

Relationships:

Reports to the Business and Consumer Services Manager with case supervision by the Principal Trading Standards Officer. Works closely with the Advertising Standards Authority, National Trading Standards and Department of Business, Energy and Industrial Strategy [BEIS].

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, the Advertising Standards Authority and National Trading Standards.

Key contacts are likely to include:

- Public
- Businesses / business representatives
- Police
- National Trading Standards
- Advertising Standards Authority
- Department of Business, Energy and Industrial Strategy [BEIS].
- 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, Food Standards Agency, and the Environment Agency.
- Non-government agencies like Chartered Trading Standards Institute, Citizens Advice Consumer Service.

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 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.

Technical Knowledge and Experience:

- Essential: Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards or equivalent DPCP/Board of Trade
- Essential: Competency in trading standards and/or consumer protection work with recent experience of delivery and training for role requirements
- Essential: Experience of managing and investigating complex 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 RIPA 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.
 - 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.
- Ability to analyse data to inform leads, decision-making and resource deployment to achieve case resolution.
- A high degree of political awareness, including ability to work with publicly elected representatives.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.

- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Experience of taking an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Demonstrate diagnostic complex problem solving skills.
- Ability to adapt plans in response to change
- 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

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle, which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right

- Find better ways

- Take personal responsibility

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

Chart Structure