

## **Job Profile Information: Trading Standards Officer (IP)**

**This supplementary information for Trading Standards Officer is for guidance for Job Level 4 Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.**

### **Camden Way Category 4**

#### **Role Purpose:**

- To contribute to the delivery of Trading Standards and Consumer Protection function within Business and Consumer Services including leading on effective investigation and resolution of complex cases. Particular focus on alcohol, tobacco and Intellectual Property/counterfeit issues.
- Carry planned or unplanned visits and inspections to ensure compliance with relevant legislation.
- Support the Trading Standards Principal Officer to identify priorities according to national and local intelligence, risks and impact.
- Lead role in liaising with Public Health, Anti-Counterfeiting Group, Community UK Intellectual Property Office, The Police Intellectual Property Crime Unit (PIPCU), Business Improvement Districts 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
- 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 appropriate external meetings with Public Health, London Trading Standards and on occasion appropriate government departments.
- To deputise for the Principal Trading Standards Officer as directed
- Produce performance and statutory compliance reports/returns to London & National Trading Standards agencies

This role covers the work required for Public Health under the auspices of the Joint Strategic Needs Assessment [JSNA]. It involves enforcement and advice work where traders are selling products namely alcohol and tobacco related.

Working across a range of organisations the post holder will support the trading standards team in meeting its priorities and performance targets. S/he will liaise with internal and external organisations which may include accredited 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, and effectively 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 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 Principal Trading Standards Officer to promote the work of the service.

**Example outcomes or objectives that this role will deliver:**

- To act on local information and intelligence about traders that are not compliant with the law
- To liaise with the appropriate agencies and other industry bodies in getting intelligence and information
- Responsibility for ensuring the timely investigation of cases in line with the NTS and Camden Plan priorities, enforcement policies including the Regulators Code.
- Work with teams within Environmental Health, Business and Consumer Services and other appropriate teams within the council, for example, the Market Development team
- Work with the local SNT teams in the police and Licensing police
- Foster and maintain the partnerships with ACG, Immigration Officers, Camden Town Unlimited and other BID's where appropriate
- Monitor the markets signed up to the British Market Group's Real Deal initiative
- Be fully familiar with the Consumer Rights Act 2015 and the full range of trading standards legislation
- Report to the Principal Trading Standards Officer and work with them at all times to meet the team's objectives
- Follow the principles of the NTS National Intelligence Model, contributing and complying with local and regional tasking requirements
- Assist Principal TSO in putting together relevant information for local tasking meetings
- Prepare and present reports on their work for senior managers and other officers e.g. Public Health partners
- To work with Legal Services, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales.
- On occasion attend appropriate external meetings in connection with this work. May include the London Trading Standards, Public Health strategic meetings.

- Attend trading standards team tasking meetings and other appropriate joint tasking meetings
- Carry out appropriate education/advice re legislation changes
- Review and make appropriate submissions on licence applications under the Licensing Act responsibilities of 'Protecting Children from harm' and the 'Prevention of Crime and Disorder'
- Draft Licensing Act reviews where appropriate and attend Licensing Panels or the courts for Licensing Appeals
- Update all TS systems with work done including meeting response targets, E.g. Flare [Civica], timely intel reports on appropriate Intel databases for NTS
- Use online forensic tools. Maintain the forensic laptop.
- Prepared to do out of hours enforcement, for example, with licensed premises
- Leading operations and taking part in other agency operations where appropriate
- Take legal enforcement action or alternative enforcement actions in accordance with good professional practice and the team's Enforcement Policy
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service.
- Keep up to date with legislative and regulatory developments and produce recommendations and formal briefing notes for consideration by the relevant Senior Managers and the Portfolio Holder
- Meet the requirement of the Camden Plan, National Trading Standards priorities and London Trading Standards priorities.
- To assist Principal TSO with any requests re Freedom of Information, Data Protection and any other requests/complaints about TS enforcement work.
- Awareness of the political implications of the work being done and on occasion may have to liaise with elected members.
- Awareness of working together as the trading standards team in meeting its overall aims and priorities.
- Follow all principles of good GDPR practice and Data Protection Act requirements, including corporate data-handling requirements
- To assist the trading standards team when required for other casework/enforcement actions and day to day team operational actions when required.
- To assist the Principal Trading Standards Officer in the effective financial management of Trading Standards related expenditure, in line with the relevant Council financial regulations.
- To assist with any other exigencies for the council.

**People Management Responsibilities:**

The post holder will be the lead investigatory officer and technical expert on Intellectual property and may be required to supervise or mentor apprentices and other support staff as required.

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

Oversee the work delivered by Trading Standards apprentices and covert human intelligence sources (test purchasing, underage sales etc.).

**Relationships:**

Reports to the Business and Consumer Services Manager with case supervision by the Principal Trading Standards Officer. Works closely with the Anti-Counterfeiting Group, 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 Business, Energy and Industrial Strategy [BEIS].
- Department of Health
- 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, UK Intellectual Property Office.
- Non-government agencies, for example, 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, 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.

**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