

Job Profile Information: Trading Standards Officer – Private Sector Housing

This supplementary information for Trading Standards Officer – Private Sector Housing is for guidance and must be used in conjunction with the Job Capsule for Job Family Environmental at Job Level 4 Zone 1

Camden Way Category 4

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.

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.
- Carry out advisory and enforcement work under the Consumer Rights Act 2015 and subordinate legislation in the lettings agent and private sector housing sector
- To liaise and work with the Private Sector Housing team in Supporting People as and when required To carry out planned or unplanned visits and inspections to ensure compliance with relevant legislation.
- Support the Principal Trading Standards Officer to identify priorities according to risk and impact.
- 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 improving the level of statutory compliance with regard to the private sector housing market. It includes handling referrals from other bodies in a confidential manner meeting both GDPR and Data Protection Act requirements.

The post holder will also be required to liaise with relevant services within the Council where appropriate and will 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 letting agents that are not compliant with the law
- To liaise with the appropriate redress scheme and other industry bodies in getting intelligence and information
- To work with third sector bodies like Shelter and Citizens Advice about problem letting agents, landlords and property managing agents
- Responsibility for ensuring the timely investigation of cases in line with the National Trading Standards and Camden Plan priorities, enforcement policies including the Regulators Code
- Work with Private Sector Housing colleagues and other members in the Housing Division of the Supporting People Directorate
- Be familiar with issuing of Penalty Charge Notices under the Consumer Rights Act 2015
- Liaise with finance personnel with raising invoices and assisting them with civil debts to the Council where appropriate
- Prepare and present reports to senior officers and councillors.
- Work with Legal Services, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales.
- To liaise with Principal Trading Standards Officer and Head of Private Sector Housing on all enforcement matters.
- On occasion attend appropriate external meetings in connection with this work. This may include the GLA and London Trading Standards Letting Agents Focus Group.
- To help keep up to date the GLA's Rogue Landlord and Agent Checker with relevant Camden data
- To 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
- Awareness of the political implications of the work being done and on occasion may have to liaise with members.
- Awareness of working together as the trading standards team in meeting its overall aims and priorities.
- 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.
- Ideally has good knowledge to carry out online investigatory checks using online forensic tools.
- Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service
- To assist Principal Trading Standards Officer with information requests e.g. Freedom of Information, Data Protection, Members Enquiries and any other requests/complaints about any of the letting agent/housing related Trading Standards enforcement work.

People Management Responsibilities:

The post holder will be the lead investigatory officer and technical expert on private sector housing enforcement and will be required to produce/deliver Trading Standards related guidance material and training programs to internal council departments and partner organisations such as the Metropolitan Police Service and the Camden Community Safety service.

Oversee the work delivered by Trading Standards apprentices and covert human intelligence sources.

Relationships:

- Reports to the Business and Consumer Services Manager.
- Case supervision and work allocation will be undertaken by the Principal Trading Standards Officer.
- Works closely with the redress schemes; third party sectors like Shelter and Citizens Advice; London Students; relevant council departments and where appropriate other Trading Standards enforcement officers.
- 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.

Key contacts are likely to include:

- Businesses / business representatives
- Cabinet members and ward councillors
- Directorates and services across the Council
- Other local government and regional authorities, including the Greater London Authority

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: 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.
- Essential: Diploma in Consumer Affairs and Trading Standards, Diploma in Trading Standards or Diploma in Consumer Affairs or equivalent DPCP/Board of Trade
- Desirable: Experience in letting agent enforcement and/or experience in tackling housing problems using trading standards legislation.
- 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.
- Follow all principles of good GDPR practice and Data Protection Act requirements, including corporate data-handling requirements
- The role will be based in an enabled and empowered team focused 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 dealing with Finance and raising invoices
- Follow the principles of the NTS National Intelligence Operating Model, contributing and complying with local and regional tasking requirements.
- To assist with any other exigencies for the council.

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 by clicking [HERE](#)