

Job Profile

Job Title: Trading Standards Team Leader
Job Grade Level 4 Zone 2
Salary Range: £42,687 - £49,515

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. As a Trading Standards Team Leader, you'll be the Lead Officer for Trading Standards coordinating the performance of the team.

About the role

- Ensure the provision of a responsive, outcome focused and cost effective Business and Consumer Support Service with direct responsibility as
- Trading Standards Lead Officer for managing work allocation, delivering and improving Camden's Trading Standards and Consumer Protection Service.
- The post holder will be self-motivated and committed to lead, manage and drive improvement, taking personal responsibility for ensuring the delivery of an effective service across the Council and the Borough.
- Perform the role of lead officer for Trading Standards delivering and providing guidance on complex casework with a working knowledge of legislation. The post holder will keep up to date with legislative and regulatory developments and communicate this to the team ensuring that the impact on the service is planned for and relevant training is identified where required.
- Jointly work with the Public Protection Manager to project manage, develop and deliver specific and cross-service projects, policy, research on areas of expertise and/or functional activity within the Service.
- To allocate work of the team and to undertake own casework.
- To initiate and propose service improvements and support the Public Protection Manager
- Manager to deliver service improvement and development in line with Camden procurement guidance, as appropriate.

About you

- Essential: Diploma in Trading Standards
- Essential: competency in trading standards and consumer protection with recent experience of delivery and training for role requirements Desirable: hold a recognised management qualification
- Ability to take responsibility for a defined service area or outcome and to deliver it in a high quality effective manner.
- Experience or capability/knowledge of managing a team of professional officers in their development and performance to deliver service objectives.
- 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 business data to inform service improvement, strategic decision-making and resource deployment to achieve service and Camden objectives.
- A high degree of political awareness, including experience of working with publicly elected representatives.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Ability to take an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.
- Proven ability to deliver major service improvements and adapt plans in response to change.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Demonstrate diagnostic complex problem solving skills.
- Demonstrate your involvement in managing, organising and coordinating cross-service projects, and identify how this has led to a successful outcome.
- Demonstrate ability to lead on management of data on a management information system, including retrieval and preparation of data for government and/or local performance reports.
- Experience of and ability to manage sensitive intelligence and information securely.
- Proven experience of providing advice on complex cases and act as a mentor for training purposes.
- 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.

Work Environment:

- Mixture of office based work at 5 Pancras Square, site visits/inspections and attendance at internal and external meetings. The post will be required to attend evening meetings or other out of hours events on occasion for which reasonable notice will usually be given.
- 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.

People Management Responsibilities:

The post holder shall deliver management duties in respect of the following employees/posts:

3 x Trading Standards Officer (Intellectual Property)
2 x Trading Standards Officer (Private Sector Housing)
1 x Trading Standards Officer (Vulnerable Victims)

Relationships:

Reports to the Public Protection Manager

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 the services priorities. Key contacts are likely to include:

Public

- Cabinet members and ward councillors
- Directorates and services across the Council
- Government departments and other local authorities, especially the Greater London Authority and MHCLG.
- Government agencies including National Trading Standards, Citizens Advice Consumer Direct, Health and Safety Executive, Public Health England, Advertising Standards Authority and the Environment Agency.
- Local community groups
- Local and national businesses / business representatives
- Police
- Work collaboratively with staff in other teams

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). 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 or post to 5 Pancras Square, London, N1C 4AG,