

## Job Description

<b>Department:</b>	Resources
<b>Division/Section:</b>	Regulatory Services/ Trading Standards
<b>Job Title:</b>	Trading Standards Data/Systems Business Analyst
<b>Post No:</b>	
<b>Grade:</b>	
<b>Reports to:</b>	Consumer Protection Manager
<b>Organisation Chart:</b>  <b>Show immediate manager and any jobs reporting to this post.</b>	<pre> graph TD     A[Service Director City Services &amp; Communications] --&gt; B[Head of Regulatory Services]     B --&gt; C[Consumer Protection Manager]     C --&gt; D[Data/Systems Business Analyst]           </pre>
<b>DBS Check applicable?</b>	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> None <input checked="" type="checkbox"/>
<b>Police Vetting required</b>	<p>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<b>Line Management responsibility for:</b>	<b>No. of direct reports:</b> Nil <b>No. of indirect reports:</b> Nil
<b>Size of budget:</b>	n/a

<b>Job Purpose:</b>	<ul style="list-style-type: none"> <li>• To fulfil the function of database lead embedded within the Service, taking overall responsibility for the management, development, testing and ongoing support for the various software solutions used by members of Cambridgeshire and Peterborough Trading Standards Service to support the provision of effective and efficient service delivery.</li> <li>• To ensure accurate information is available to support service delivery, by taking overall responsibility for all data requirements within the Trading Standards Service, including; <ul style="list-style-type: none"> <li>➢ lead on Freedom of Information (FOI) responses on behalf of Cambridgeshire County Council, Peterborough City Council and Rutland County Council to the extent that they relate to the activities and functions of Cambridgeshire and Peterborough Trading Standards</li> <li>➢ compilation and submission of annual returns for Cambridgeshire and Peterborough TS</li> <li>➢ data quality audits for Cambridgeshire and Peterborough TS</li> <li>➢ Interrogation and analysis of systems data and using collated data and intelligence produce reports for managers within the service to support an effective service delivery across Cambridgeshire and Peterborough TS.</li> </ul> </li> <li>• Oversee the Trading Standards network to ensure it is fit for purpose</li> </ul>

### Main Duties and Responsibilities:

1. Support Trading Standards Managers and the Head of Service in the identification, design and testing of new and existing recording and reporting systems, processes and procedures, in response to changing service requirements.
2. On behalf of the service, lead on the implementation of any such new system or existing system upgrade, including user training and the preparation of any relevant user guides to ensure that all officers can use the systems effectively and efficiently.
3. Ensure day-to-day operation and maintenance of the Service's database (currently APP) and systems by identifying and resolving user problems as first point of contact, escalating and liaising with corporate IT service provider and software supplier as appropriate.
4. Provide strategic advice and support to staff and managers across internal and external services with respect to data analysis and interpretation of key information and intelligence.
5. Provide relevant information for, and lead on, the preparation of relevant reports and annual returns, including statutory returns, relating to the Trading Standards Service.
6. Through interrogation, analysis and collation of available data, lead on the preparation of FOI request responses within the appropriate timescales.
7. Ensure that the assessment of data quality is undertaken by regular auditing of key data areas. Identify and highlight areas of concern and make recommendations to the Trading Standards Management Team on improving data quality, and ensure that data quality improvement systems developed and put in place
8. Oversee the network to ensure it is fit for purpose, ensuring ease of navigation, that filing structures align with database requirements and that retention/Data Protection requirements are met.
9. Be the main point of contact for the service with partners providing customer support on our behalf, such as Citizens Advice Consumer Service, Cambridgeshire County Council Customer Services, South Cambs District Council Customer Services and other identified organisations as appropriate
10. To work closely with Trading Standards Intelligence Officer to ensure the Trading Standards database is effectively capturing the requisite information for Intelligence purposes
11. Lead on the handling, storage and destruction of digital evidence on behalf of the Service

<b>Generic Responsibilities:</b>	<p>To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.</p> <p>To comply with all Health &amp; Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
<b>Flexibility Clause:</b>	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.
<b>Variation Clause:</b>	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

<b>DATE: 9/11/2017</b>		<b>COMPLETED BY:</b>	Peter Gell
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