

Person Specification

JOB TITLE: Senior Trading Standards Officer **POST NO:** TBC
GRADE: 11 **DEPARTMENT:** Place & Economy
HOURS: 37
DIVISION: Trading Standards Service **DIRECTOR:** Adrian Chapman
DATE: 24th June 2022 **COMPLETED BY:** Catherine Pawson

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<ul style="list-style-type: none"> • Excellent in-depth knowledge and understanding of Trading Standards legislation, in particular food standards (A,I) • Excellent knowledge of the structure, workings, needs and risks of businesses (A) • Excellent knowledge and understanding of the enforcement actions available to officers and the circumstances in which they should be applied (A,I) • Knowledge of legal practice and court systems (A) 	<ul style="list-style-type: none"> • Political awareness - knowledge of local government structure • Product Safety legislative knowledge
SKILLS & ABILITIES	<ul style="list-style-type: none"> • Ability to plan and organise work to ensure that deadlines and agreed targets are met (A, I) • Ability to use IT systems (A) • Logical reasoning, analytical and sound diplomacy skills (A) • Good listening, accurate recording and attention to detail (A) • Ability to work on own initiative and prioritise effectively (A,I) • Excellent interpersonal communication skills and able to work as part of a team and lead key areas of work (A) • Ability to work within a flexible environment including outside of normal office hours and from different locations (A) • Ability to deal with and respond to complex enquiries and complaints (A,I) • Ability to represent the service with local elected members, senior officers and other key stakeholders (A) • Ability to design and develop projects (A) • Ability to coach and mentor other members of staff (A,I) • A high standard of spoken and written English to enable you to engage in complex discussions with a range of businesses, read and interpret complex legislation and to 	Current experience of the assessment of portfolios with the CPCF qualification framework.

	provide detailed written advice explaining complex concepts and requirements (A,I)	
EXPERIENCE	<ul style="list-style-type: none"> • Demonstrable experience of advising Primary Authority partners and managing those relationships (A,I) • Experience of undertaking a full range of business interventions, including inspections to high risk food premises (A) • Experience of interpreting complex legislation in area of service expertise and providing appropriate advice and guidance to businesses to ensure compliance (A,I) • Demonstrable track record of delivering services to businesses (A) • Proven track record of consumer protection law enforcement (A) 	Experience in 'recruiting' new Primary Authority partners Experience in advising on Product Safety compliance
QUALIFICATIONS	<ul style="list-style-type: none"> • DTS, DCA or DCATS (to include food module) (A,I) • Recognised qualification in Trading Standards (A,I) 	
PERSONAL CIRCUMSTANCES	<ul style="list-style-type: none"> • Current driving licence and access to a suitably insured vehicle for use in connection with duties (A) • Whilst the job will predominantly involve working from home, it is essential that the candidate is able and willing to travel and attend meetings across the UK as appropriate, which will include when requested by a Primary Authority partner, and also internal meetings from time to time (A) • The ability and willingness to participate in work duties outside the normal hours of work as required to meet the needs of partners (A) • Prepared to undertake training as necessary for the effective implementation of the post requirements (A) 	
EQUALITY	<ul style="list-style-type: none"> • Candidates must demonstrate understanding and commitment to the principles underlying equal opportunities (A) 	
CUSTOMER CARE	<ul style="list-style-type: none"> • Knowledge and understanding of effective customer care (A,I) 	

*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(A/I) Application / Interview, (P) Presentation, (W) Written Test.]*