

Job Description

Job Title:	Trainee Trading Standards Officer
Directorate:	Public Health Protection and Wellbeing
Section:	Trading Standards and Consumer Protection
Responsible to:	Principal Trading Standards Officer
Grade:	Level 6 "Subject to Review"

Job Purpose

To inspect businesses, and deal with consumer complaints, enforcing and providing advice and guidance on a wide range of Trading Standards legislation, focussing on tobacco, vapes and nicotine products, and including under age sales and fair trading legislation, under supervision and guidance of qualified officers to ensure a fair and safe trading environment in Stoke -on -Trent.

To study and complete the Level 6 Trading Standards Officer Apprenticeship (Tobacco and Vapes).

Key Duties / Responsibilities

1. Acquire, develop and maintain detailed technical and legal knowledge and professional competency in the specialist areas assigned.
2. Actively contribute towards the delivery of the Trading Standards business plan through business inspections, compliance assessment and enforcement of legislation including the provision of advice to businesses, and working with partner organisations across a broad range of regulatory subjects.
3. Develop and apply knowledge of consumer protection law to assist in providing advice to residents and those using the Trading Standards Service.
4. Receive complaints and investigate offences, obtain statements, analyse findings, and prepare written reports for legal sanctions, including attending court as necessary, in line with service policies, procedures and the rules of law and evidence.
5. Take samples, make test purchases and conduct seizures of illegal goods and evidence, ensuring safe custody and submitting evidence for expert examination or analysis as appropriate and within legal qualification parameters.
6. Input data onto the Trading Standards information management systems in accordance with data management protocols, ensuring records of all activity undertaken are accurate, and lawfully retained.
7. Gather and submit intelligence in a timely manner using appropriate protocols in accordance with Trading Standards intelligence operating procedures and tasking processes.

8. Participate in projects as directed, including writing reports for presentation to a range of internal and external stakeholders with regard to project outcomes.
9. Deliver high quality services, and demonstrate high levels of customer service to local people and local businesses.
10. Work flexibly as directed on all aspects of the Service's workload and operations within legal qualification parameters.
11. Drive in the course of daily duties, and share responsibility for the cleanliness and condition of any Fleet vehicles used.
12. Advise, inform and educate on public protection matters to such individuals, businesses and organisations as may be directed, including assisting with officer training and work experience students.
13. Undertake health and safety duties commensurate with the post and/or as detailed in the Council's Health and Safety Policy/procedures.
14. Carry out any other duties appropriate to the post.

Person Specification

Job Title: Trainee Trading Standards Officer
Directorate: Public Health Protection and Wellbeing
Section: Trading Standards and Consumer Protection

Minimum essential requirements – evidenced by: **a:** application form **b:** test **c:** interview

Criteria	a	b	c
5 GCSE's including English and Maths grades 9 – 4 (A-C) or equivalent Functional skills qualifications	✓		
Level 3 qualification e.g. A levels, apprenticeship standard Level 3, BTEC or T level.	✓		
Ability and willingness to work towards Level 6 Trading Standards Officer Apprenticeship	✓		✓
Some knowledge and experience of using pre-designed computer programmes with good computer skills and an ability to use bespoke computer systems.	✓		✓
Some awareness and understanding of Trading Standards Services and the need for, and the aims of regulation in the context of a modern Trading Standards Service.	✓		✓
Oral and written communication skills with the ability to communicate effectively with the general public, businesses and other organisations.	✓	✓	✓
Experience of customer service with the ability to develop effective working relationships and a commitment to high quality customer service.	✓		✓
Ability to work accurately and under pressure	✓		✓
Willing to take personal responsibility for Health and Safety and abide by the Council's Health and Safety Policy and Service procedures.	✓		✓
Respect for confidentiality and privacy of information held at all times.	✓		✓
Confident approach with the ability to remain calm and think clearly and logically in stressful situations and with a patient tactful personality .	✓	✓	✓
Self-motivated and reliable team worker, able to work on own initiative and to work co-operatively with colleagues and partners to support overall objectives.	✓	✓	✓
Ability to analyse and interpret information against legal requirements and make recommendations for further action or sanctions.	✓	✓	✓



City of
Stoke-on-Trent

Criteria	a	b	c
Ability to work in a variety of business environments, out of doors and in varying weather conditions	✓		✓
Driving Licence (Category B) with no more than 6 points	✓		
Highly motivated individual with the ability to plan and organise workload with minimum supervision, setting priorities and delivering results to deadlines	✓		✓
Ability to prepare comprehensive and concise reports and give evidence in court where necessary.	✓	✓	✓
Commitment to continuous improvement and continuous professional development.	✓		✓
An ability to fulfil all spoken aspects of the role with confidence through the medium of English			✓