# Job Description

**Role Profile**  Trading Standards Triage Officer

**Service/Team** Public Protection – Trading Standards Team

**Reports to** Nananka Randle, Licensing and Trading Standards Manager

**Responsible for** 0

**Number of posts** 1

**Post number** 112088

**Career Grade** Specialist band F

**My job is to assess intelligence to support those affected by rouge trading practices and criminality to improve the quality of life for the people of Bournemouth, Christchurch and Poole. Ensuring early intervention, and prevention measures are taken to address those issues of criminality which are causing harm and have an adverse impact on our most vulnerable members of society.**

**Job Overview**

To provide a comprehensive triage service relating to the management of Trading Standards. This role focuses on early intervention, reassurance of victims and witnesses, protection of vulnerable victims, developing prevention strategies and making appropriate referrals to Officers for escalation of actions in priority cases. The role will also lead on applications for the licensing of petroleum and fireworks permits, contribute to Trading Standards project led work and provide support to the wider Trading Standards team around partnership working.

## Key Responsibilities

* Manage incoming reports of poor trading practices from a range of sources including direct from residents, other Local Authority TS departments and via Citizens Advice and provide a front-line triage service, undertake initial investigations into complaints received asses the complaint, link to other intelligence received and where possible and resolve at an early stage.
* Monitor and manage the Trading Standards general email system, log all referrals onto the case management system and either action or refer as necessary. Risk assess cases and ensure high risk are escalated as per enforcement policy.
* Monitor the Identify actions and open/link new cases on the case management system, sending letters advisory support information.
* At first point of contact undertake identify needs, to ensure the victim’s voice and needs are considered. This will be completed following direct contact with the victim either via telephone or Teams, in exceptional circumstance there could be a need for a face-to-face assessment.
* Understand when a situation needs to be escalated to an officer/manager
* Lead on applications for licences such as petroleum and fireworks and ensure the necessary fees are paid.
* Support the team to provide statistical/performance information, raise and process invoices, review and update websites, update team documents and templates and assist at multi agency meetings with updating action templates.
* Understand early intervention and prevention measures including support services to ensure those in need receive appropriate signposting.
* Engage with partner agencies to cross reference complaints, share relevant information and ensure a consistent approach is taken. Partner agencies will include, but are not limited to: Dorset Police, National Trading Standards, Trading Standards South West, Anti-social behaviour team, Licensing team.

## Specific Qualifications and Experience

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| --- | --- |
| * Educated to A Level / NVQ3 or Diploma level or equivalent.
 | Essential |
| * Knowledge of IT packages including MS Office: Word, Excel, PowerPoint and Teams.
 | Essential |
| * Detailed knowledge and understanding of Trading Standards and legislation.
 | Essential |
| * Knowledge of early intervention and prevention measures.
 | Desirable |
| * Knowledge of enforcement processes and procedures.
 | Essential |
| * Practical experience of conducting an investigation and obtaining witness statements or knowledge of risk assessment methodology as relevant to the role.
 | Desirable |
| * Ability to plan and prioritise workload according to demands and requirements.
 | Essential |
| * Manage a case load and maintaining accurate records.
 | Essential |

## Personal Qualities & Attributes

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| --- | --- |
| * Ability to work with vulnerable people and those with chaotic lifestyles or complex and multiple needs.
 | Essential |
| * Ability to act in a confidential manner with sensitive, confidential, personal data.
 | Essential |
| * Ability to collate and interrogate statistical information to for a range of business requirements to support wider service delivery.
 | Essential |
| * Ability to exercise judgment, sensitivity, and discretion to develop and manage stakeholder relationships and assigned cases.
 | Essential |
| * Ability to persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.
 | Essential |
| * Ability to formally interview victims, witnesses & perpetrators and respond quickly to changing circumstances.
 | Essential |
| * Ability to work collaboratively and on own initiative
 | Essential |

## Job Requirements

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| --- | --- |
| * The role holder may be working with vulnerable people or those with complex or multiple service needs.
 | Essential |
| * Post holder may be required to travel between locations.
 | Essential |

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.