# Job Description

**Role Profile**  Trading Standards Enforcement 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** TBC

**Career Grade** TBC

**Job Purpose**

The enforcement officer role will be responsible for managing a workload which aims to support those affected by rouge trading practices and criminality to improve the quality of life for the people of Bournemouth, Christchurch and Poole.

The post holder will ensure appropriate 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.

The post holder will support businesses by providing advice to achieve compliance, conducting inspections and investigations using the full range of powers using trading standards legislation.

## Key Responsibilities

* To perform enforcement and compliance duties with regard to trading standards this may include:-
  + Responding to complaints about product safety, illicit tobacco, and alcohol, age restricted goods, weights and measures, intellectual property using risk-based approach.
  + Undertaking Inspections arising from information received or gathered
  + Proactive visits to support partner agencies such as Police or HMRC and test purchasing,
  + Preparing and presenting reports and where necessary witness statements to support legal action
  + Preparing and serving notices and penalties
* Working with partners and stakeholders to deliver a multidisciplinary service.
* To respond competently to a wider range of problems arising from service requests, intelligence reports, proactive work, project and information received.
* To work as part of a team to provide a service within the framework of the Intelligence Operating model (IOM), approved procedures and information management systems
* 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 |
| * Diploma in Trading Standards or Diploma in Consumer Affairs and Trading Standards or equivalent DPCP/Board of Trade | Desirable |
| * 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 and experience to gather evidence for potential litigation, prepare necessary reports and witness statements and to vie evidence on behalf of the council in court or other forums | Desirable |
| * Practical experience of conducting an investigation and obtaining witness statements or knowledge of risk assessment methodology as relevant to the role. | Desirable |

## Personal Qualities & Attributes

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| * Ability to plan and prioritise workload according to demands and requirements and maintain accurate records. | Essential |
| * Ability to act in a confidential manner with sensitive, confidential, personal data. | Essential |
| * Ability to work effectively without direct supervision | Essential |
| * Use own judgement to determine appropriate course of action to reach a satisfactory conclusion. | 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 | Essential |
| * Ability to work collaboratively and on own initiative | Essential |
| * To manage changing priorities and circumstances for case and project work and to provide regular progress reports | Essential |

## Job Requirements

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| * Standard DBS | Essential |
| * Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car. | Essential |

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