

JOB SUMMARY

Post Title	Enforcement Officer						
Job Family	<i>Service Delivery</i>	Pay Range	9	Line Manager to others?	No	Role profile ref	SD09
Service Area	<i>Regulatory and Community Safety Services</i>						
Line Manager	<i>James Potter, Trading Standards Manager</i>						
Location	<i>Jubilee Stores, The Quay, Newport, Isle of Wight, PO30 2EH / Agile Working</i>						

Job Purpose

The postholder will be expected to carry out Trading Standards enforcement duties across a wide range of statutory functions. Alongside the main duties, practical support to Trading Standards staff in accordance with the policies, functions and objectives of the Service will be provided.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- To act as an authorised officer of the Council under various statutes administered by the Trading Standards Service.
 - To advise consumers, traders and others on a broad range of Trading Standards issues.
 - Carry out inspections, associated duties and record keeping under statutory duties enforced by Trading Standards and act on the results of that work in accordance with Regulatory Services enforcement policies.
 - As required, process results of investigations or inspections, through formal enforcement processes, ultimately reporting for prosecution and appearing in Court.
 - To investigate complaints in order to establish whether there have been breaches of Trading Standards legislation and act on the results of that investigation in accordance with the Council's enforcement policies.
 - To undertake project-based work as part of a team or alone as directed.
 - To maintain a good working knowledge of Trading Standards legislation, functions, policies and procedures.
 - Participate in liaison with appropriate external agencies and other Councils to achieve and progress meaningful partnership working in areas relating to Trading Standards and representing the Service where appropriate.
 - Assist in the promotion and continuous improvement of Trading Standards as a customer focused service.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Proven ability to influence based on facts and evidence, a range of audiences with differing competence and abilities. Ability to communicate one to one and with specific groups.	<i>Previous experience working in enforcement and dealing with a variety of businesses in inspections and business advice in different situations. Experience in dealing with members of the public and working with different agencies.</i>	E	
In depth knowledge of the specialist work area and relevant legislation, regulations, processes, systems, procedures and standards. Good knowledge of other areas of the authority relevant to the service.	<i>A sound knowledge of criminal and civil law investigation techniques from dealing with complaints/inspections through to prosecution. Knowledge of Trading Standards legislation would be an advantage. Experience to show how other Service areas can have an impact on the successful outcomes for Trading Standards.</i>	E	
Literacy and numeracy skills with proven ability to maintain accurate records and write clear, accurate and concise reports.	<i>Good attention to detail with the ability to write clear and concise documents (e.g. witness statements and other investigative documents).</i>	E	

Knowledge of relevant financial processes and experience or training sufficient to ensure financial processing and / or budget monitoring is completed accurately.	<i>Where appropriate, deliver enforcement and project outcomes to the agreed budget in accordance with directions given by the Trading Standards Manager</i>		D
Good ICT skills including use of Microsoft applications and specialist systems.	<i>Experience of working with Microsoft packages and database systems (including IDOX). Previous experience dealing with other regional/national Trading Standards databases would be an advantage.</i>		D
Substantial practical experience demonstrating development through a series of progressively more demanding and relevant work roles. Relevant experience within the service area, working as part of team to meet service standards, targets and deadlines.	<i>A broad range of experience obtained in an investigation environment, taking on an operational lead with complaints, inspections, projects and investigations. Contributing to the overall outcomes that the Service has to achieve. Ability to work under pressure with a varying workload in a calm and professional manner with strict timelines (sometimes set by statute). Diplomatic and able to work well alone as well as being part of a team.</i>	E	
Good planning and organisational skills, with proven ability to use initiative, prioritise workloads, monitor and evaluate work and ensure deadlines are achieved.	<i>Ability to prioritise and handle a varying and demanding workload with competing commitments to achieve the desired outcome. Where necessary, able to reflect on tasks completed and make any recommendations for improvement.</i>	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to A level standard or equivalent or equivalent experience.	<i>Equivalent experience will be considered.</i>	E	
Relevant vocational / professional qualification.	<i>Professional qualification accredited by the Chartered Trading Standards Institute or equivalent. (Current qualification is completion of Stage 1 of the CTSI Professional Competency Framework (CPCF) to be awarded the Trading Standards Practitioner Certificate).</i>	E	
Able and willing to undertake and complete the Chartered Trading Standards qualification.	<i>Continue studying to achieve stage 2 of the CTSI Professional Competency Framework (CPCF) to be awarded the Trading Standards Practitioner Diploma whilst working as a Trading Standards Enforcement Officer.</i>	E	
Other Requirements			
<i>Full driving licence and access to a car</i>			
<i>Ability to travel off island if required</i>			
<i>May require relevant certifications including evidence of fluency in English language</i>			
<i>May be required to undertake additional duties as commensurate with grade and role</i>			