

# Job description

<b>Job title:</b>	Trainee Trading Standards Enforcement Officer
<b>Grade:</b>	Grade 6
<b>Job evaluation reference:</b>	CS739
<b>Job family:</b>	Legal and Political

## Purpose and impact

1. As part of a team, assist in the enforcement of legislation for which Trading Standards has responsibility as directed by senior colleagues.
2. Support the delivery of a specialist or technical service function, including general administrative support and accurate record keeping.
3. This role includes the giving of advice and assistance to businesses and consumers.

## Key responsibilities

4. To assist with inspection, enforcement and sampling under Acts and Regulations enforced by the service where authorisation is given.
5. Provide advice and assistance in response to complaints and enquiries received from either consumers or businesses under the guidance of senior colleagues.
6. Build and maintain a working knowledge of relevant consumer civil and criminal law by undertaking required training and qualifications.
7. Assist in the proper and effective delivery of projects and/or services, from inception to completion.
8. Assist with investigating criminal breaches of legislation arising from complaints and breaches of civil law for formal civil action where appropriate. Where formal action is an option, take all necessary action to secure the requisite evidence under the supervision of a senior colleague, and when required, be prepared to give evidence in court on behalf of the Council.
9. To undertake the examination and testing of samples in the test laboratory and the calibration of weights and measures in the metrology laboratory.
10. Maintain a working knowledge of relevant Council and national policies and procedures.
11. Maintain and update statutory and other records as directed, including securely inputting data into established internal and external systems, interrogation and presentation of data where required, in accordance with policy and procedures, always ensuring accuracy.
12. Other duties as directed by the Service Manager for Trading Standards or a Principal Trading Standards Officer, including providing support and assistance to other officers as required with project and enforcement activity.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

## Supervision and management

Reporting to:	Principal Trading Standards Officer
Responsibility for:	No supervisory or line management responsibility



### Other factors

13. The post holder will be expected to undertake the Level 6 Trading Standards Professional Apprenticeship and will be supported to achieve this.
14. The ability to convey the requirements of detailed legislation to a variety of different traders and members of the public.
15. The nature of the job requires officers to have daily contact with businesses and consumers throughout the Dorset Council area. Although work is planned it is not possible to anticipate the reception that officers will meet. This can put a great deal of pressure upon staff who are often entering the unknown. They must be able to diffuse difficult and sometimes dangerous situations should they arise. The ability to think on their feet and exercise judgement in unforeseen circumstances is critical.
16. To maintain good and effective relations with the public.
17. To liaise as necessary with a variety of occupational groups including:
  - a. Officers of the Team/Service/Directorate/Council/other local authorities
  - b. Public Analysts, experts and staff of other independent test houses
  - c. Consumer and trade organisations
  - d. Police and other enforcement agencies
18. Regular outside work in carrying out duties in all weather conditions at a variety of different business premises, including livestock farms, factories, quarries, retail premises and private residences.
19. Attending appointments, locally and occasionally regionally or nationally.
20. Risk arising out of enforcement duties, including the potential for verbal or physical abuse.
21. Risk of exposure to chemicals, disinfectants and dangerous substances (petroleum).
22. Risk of exposure to various zoonoses and other diseases related to livestock and carcasses.
23. The reactive nature of the work means that a fixed working week is not practical as enforcement duties may need to be undertaken, at short notice, outside normal working hours at night or weekends at any location across Dorset.
24. Conflicting demands and deadlines are a regular feature of this post, including managing the demands of the public, business and statutory requirements. Guidance and support will be given to help prioritise.
25. Officers are required to maintain a working knowledge of legislation for which they are authorised. This may encompass over 75 major acts of Parliament and over 1,000 associated sets of legislation, which may include such areas as Animal Health, Fair Trading, Proceeds of Crime, Food Standards, Feed, Product Safety, and Petroleum.
26. In giving advice to both businesses and consumers it should be recognised that this is done on behalf of Dorset Council and for which the Council will be liable if incorrect.
27. Officers will occasionally change their areas of work and/or their specialisms at the discretion of the Service Manager for Trading Standards.
28. The post holder will be responsible for the safe keeping of evidence, samples, test purchases and/or seized goods/equipment.
29. The post holder will have a shared responsibility for collection, security, and return of equipment used by officers both in the office and during visits to trade premises. Also shared responsibility for the maintenance of cleanliness and efficiency of the service's weighing, measuring, testing, sampling and other equipment.
30. A personal computer, mobile phone and personal protective equipment and when necessary, day to day upkeep of the service's vehicles.

### Career Progression

31. After completing the first year of the Level 6 Trading Standards Professional Apprenticeship, career progression to a Grade 8 Trading Standards Enforcement Officer post can be considered subject to meeting the experience and competency requirements of the role and a vacant position being available.



32. Officers would need to demonstrate the ability in the undertaking of enforcement work within increasing independence and competence under the general supervision of a senior officer as specified in relevant job description, including investigations, visits, projects, sampling and testing. This would need to be demonstrated in consultation with their line manager and other senior officers.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b> Required by law or essential to the performance of the role or both	<b>Assessed through:</b>
1. 5 GCSEs at grade C or above (including Maths & English Language) or equivalent	Application form
<b>Experience</b>	
2. Experience of creating and maintaining records and data interrogation	Application form
3. Experience of project development and completion	Application form
4. Experience with IT systems and databases including Microsoft Office, email and internet	Application form
<b>Knowledge, skills and abilities</b>	
5. Ability to receive, research and record information accurately	Interview Assessment
6. Ability to work both individually and as part of a team	Interview Assessment
7. Good listening skills	Interview Assessment
8. Good numeracy skills	Interview Assessment
9. Good inter-personal skills and able to communicate effectively at all levels	Interview Assessment
10. Awareness of the need to handle sensitive and confidential data appropriately and discretely	Interview Assessment
11. Ability to follow procedures	Interview Assessment
12. Able to be flexible, prioritise and meet deadlines	Interview Assessment
<b>Our values</b>	
13. Respect	Interview Assessment
14. Together	Interview Assessment
15. Accountability	Interview Assessment
16. Openness	Interview Assessment
17. Curiosity	Interview Assessment
<b>Other</b>	
18. Ability to fulfil the travel requirements of the post	Application form



19. The successful applicant will have to pass NPPV 2 (abbreviated) police vetting	Application form
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## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
20. Educated to A-Level standard or above	Application form
<b>Experience</b>	
21. Experience of researching or applying legislation	Application form
22. Experience of providing advice and guidance to individuals from a variety of backgrounds	Application form
23. Enforcement, legal or investigative experience	Application form
24. Experience of providing a face to face service to customers	Application form
<b>Skills &amp; Abilities</b>	
25. Ability to independently lead discrete projects	Interview Assessment
26. Awareness of the current issues affecting businesses and consumers	Interview Assessment
27. Creating content for social media, press release, newsletter etc	Interview Assessment
28. Use of A.I. and social media	Interview Assessment
29. Partnership working	Interview Assessment
<b>Other</b>	
30. Willing to learn and complete the 3-year apprenticeship	Application form

## Approval

Manager's job title: Service Manager for Trading Standards  
Date: March 2025

