| Role Structure | Role Details |
| --- | --- |
| Directorate: | Economy & Environment |
| Grade: | Career Grade HC5-8 |
| Location: | Plough Lane |
| Responsible to: | Principal Trading Standards Officer and/or Service Manager (as appropriate to current structure) |

# Job Description

## **Job Role: Trading Standards Practitioner (Career Graded)**

**Service: Regulatory Services**

## Main purpose of the role:

## To undertake the general duties of a Trading Standards Practitioner relating to the provision of advice and enforcement applicable to Trading Standards legislation, including food standards, animal feeding stuffs, civil advice, fair trading, weights & measures, safety legislation, petroleum, explosives as appropriate within the remit of the role.

| Key Duties and Responsibilities | Frequency of Task |
| --- | --- |
| * Undertake Level 6 Trading Standards Professional Apprenticeship, complete any required records, and pass the End Point Assessment. | * Daily |
| * Level 1 - HC5 Assisting * Level 2 - HC6 Non-complex matters under supervision * Level 3 - HC7 Complex matters under supervision * Level 4 - HC8 Complex matters whilst working on own initiative   (See Person specification for level requirements) | * Daily |
| * To carry out the inspection of premises in relation to all Trading Standards legislation (as applicable). | * Daily |
| * To investigate breaches of both civil and criminal legislation relating to all trading standards matters (as applicable). | * Daily |
| * To deal with complaints, enquiries, Primary Authority and Home Authority referrals relating to Trading Standards matters. | * Daily |
| * To undertake those investigations, complaints, enquiries or requests for advice anywhere within the Environmental Health and Trading Standards Service which would be better suited by their experience and knowledge. | * Daily |
| * To provide advice and guidance to businesses, other agencies and members of the public in respect of the above matters as a result of inspections, investigations and in response to enquiries. | * Daily |
| * To prepare and sign reports, notices, licenses and correspondence resulting from the above-mentioned inspections and investigations, to obtain witness statements, to issue cautions in accordance with PACE, to carry out interviews in accordance with PACE and accompanying code of practice, to undertake prosecutions and attend court or industrial tribunals as necessary. | * Daily |
| * To present lectures and seminars to colleagues, business and consumer organisations and other interested organisations. | * Daily |
| * To be a service specialist in an allocated core area of Trading Standards legislation and to represent Herefordshire on regional, national and other groups. | * Daily |
| * To contribute to the planning and implementation of operational programmes, projects and trade audits and for these purposes use allocated resources. | * Daily |
| * To issue fixed penalty notices in accordance with the agreed enforcement policy for the appropriate offences. | * Daily |
| * To keep themselves appraised of legislation and technical developments and changing practises as they affect Trading Standards. | * Daily |
| * Carry out targeted programmes to raise awareness and prevention strategies concerning trading standards legislation. | * Daily |
| * To liaise with the media in the promotion of activities of the Trading Standards Service. | * Daily |
| * The post holder will be expected to take such decisions as are required of a Trading Standards Practitioner and take appropriate action on his/her own initiative. | * Daily |
| * To use the national intelligence operating model approach in investigation including updating, searching and profiling intel on appropriate national, regional and local intel data base systems. | * Daily |
| * To ensure that full and accurate records are maintained in respect of all work undertaken. | * Daily |
| * To participate in the practical training of staff. | * Monthly |
| * To ensure the competent and safe use of information technology and other specialist equipment, including interpretation of results and safe custody. | * Daily |
| * To support and promote the corporate activities of the Council. | * Daily |
| * To ensure the accuracy of data recording and information retrieval. | * Daily |
| * Occasionally, post holders will be required to deal with difficult customers and may be required to visit premises that are filthy and verminous. | * As required |
| * Other activities commensurate with this Job Description may from time to time be undertaken by the post holder. | * As required |

**Person Specification**

| **Requirements** | **Essential or Desirable** | **Identified by**  **A – Application I – Interview** |
| --- | --- | --- |
| **Qualifications and Training** | | |
| **Level 1: Paygrade HC5**   * Educated to Level 3 and to a minimum Level 2 (GCSE Grade 4/C or above) in English, Mathematics & Science (or other level 2 equivalent). | Essential | A, I, plus certificates |
| * Willingness to undertake further training in relevant Trading Standards qualifications | Essential | A, I |
| * Level 5 qualification or equivalent knowledge in a relevant area. | Desirable | A, I, plus certificates |
| **Level 2: Paygrade HC6**   * Trading Standards Practitioner Certificate (TSPC) (Completion Stage 1 of CTSI QF); OR * Core Skills in Consumer and Trading Standards (CSCATS); OR * The antecedents of above; OR * L6 TSP Apprenticeship Completion of End Point Assessment Years 1; | Essential | A, I, plus certificates |
| **Level 3: Paygrade HC7**   * Trading Standards Practitioner Diploma (TSP) (Stage 1 and 2 of CTSI QF); OR * Diploma in Consumer Affairs (DCA); OR * Diploma in Consumer and Trading Standards (DCATS); OR * Law Degree or other appropriate qualification; OR * L6 TSP Apprenticeship Completion of End Point Assessment Years 1 & 2.   PLUS   * Broad knowledge of Trading Standards legislation * Evidence of CPPD especially in area of Trading Standards legislation. | Essential | A, I, plus certificates |
| **Level 4: Paygrade HC8**   * Postgraduate – Diploma in Trading Standards (DTS); OR * The antecedents of above; OR * Honors Degree in Consumer Protection with the Diploma in Trading Standards (DTS); OR * Diploma in Consumer and Trading Standards including Weights and Measures (DCATS); OR * Trading Standards Advanced Practitioner (TSAP); OR * Level 6 Trading Standards Practitioner Apprenticeship including Specialist Modules   PLUS   * Comprehensive and sound knowledge of Trading Standards legislation. * Evidence of CPPD especially in area of Trading Standards legislation. | Essential | A, I, plus certificates |
| **Experience & Knowledge** | | |
| **Level 1: Paygrade HC5**   * None. | Desirable | A, I |
| **Level 2: Paygrade HC6**   * Experience of working within a trading standards, regulatory, legal or consumer environment. | Essential | A, I |
| **Level 3: Paygrade HC7**   * Experience in an enforcement and investigative role. | Essential | A, I |
| **Level 4: Paygrade HC8**   * All of above and also takng a lead role for an area of trading standards, e.g. food/feed. | Essential | A, I |
| **Skills and Abilities** | | |
| * Verbal and written communication skills. | In relation to these points the minimum levels required are:  **Level 1: Paygrade HC5** Basic  **Level 2: Paygrade HC6** Satisfactory  **Level 3: Paygrade HC7** Good  **Level 4: Paygrade HC8** Excellent and also to be assigned a lead discipline. | A, I |
| * Ability to convey and explain complex legal and technical issues at all levels. | A, I |
| * Ability to exercise judgement as to the appropriate balance between education and enforcement. | A, I |
| * Ability to manage and prioritise workload. |  | A, I |
| * Ability to achieve results through negotiation, education and enforcement. |  | A, I |
| * To act effectively as a team member. |  | A, I |
| * Ability to delegate and supervise when necessary. |  | A, I |
| * Possess self-motivation and the ability to motivate technical and administrative staff. |  | A, I |
| * Ability to interpret and put into practise the authorities polices. |  | A, I |
| * Ability to deal effectively and safely with aggression. |  | A, I |
| * Ability to use and interpret results from relevant complex technical equipment and data. |  | A, I |
| * Ability to lead and report on special project appropriate to the job. |  | A, I |
| * Possess the confidence and ability to work under own initiative especially in hazardous conditions. |  | A, I |
| * Ability to be able to move around the county. |  | A, I |

All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behaviour, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council’s THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. ​They help us to achieve our Council Plan vision “do our best for Herefordshire” acting as our DNA and the “way that we do things around here”. We expect all colleagues to act as a role model by living our values and setting an example for others. ​Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust -** Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty -** Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility -** Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity -** Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value -** Upholding high standards, ethics and integrity to guide our actions and decisions. Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy -** Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

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