



Role Profile

Trading Standards Officer

Reference No:	A4458		
Service:	Protective Services		
Job Family:	Protective Services	Grade:	FC8

Purpose

To work effectively in a team with colleagues, and partner agencies, to protect consumers and legitimate businesses by contributing to the delivery of a fair and safe trading environment through the provision of advice and support, investigation of complaints and service requests, inspection of businesses, and enforcement of Trading Standards legislation including weights and measures, ensuring a proportionate, intelligence-led and outcome-focused regulatory service.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Assisting and supporting the Service Manager and Lead Officer in carrying out the functions and duties of the Trading Standards Team.

Deputising for the Lead Officer, as and when required.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

Educated to SCQF level 9, which includes a Degree/Diploma in Trading Standards (DTS) or equivalent, or

Diploma in Consumer Affairs and Trading Standards (DCATS) (with Legal Metrology module completed)

Section 73 Certificate of Qualification as an Inspector of Weights and Measures

Full UK driving licence

E	D
✓	
✓	
✓	
✓	

E = Essential Criteria D = Desirable Criteria

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Enforcement and Investigation			
Investigate complaints. Service requests, and intelligence relating to breaches of the full range of trading standards legislation.	Knowledge of trading standards legislation and enforcement frameworks – in particular weights and measures and legal metrology knowledge and experience	✓	
Enforce relevant legislation using proportionate risk-based approaches	Experience of investigation or regulatory enforcement work	✓	
Investigating suspected offences which could include carrying out undercover or surveillance work and making applications for surveillance authorisation to legal services.	Covert techniques, tact and diplomacy		✓
Carry out test purchase and be responsible for petty cash			
Gather, analyse, and present evidence to evidential standards	Analytical and evidence-handling skills	✓	
Prepare cases and reports for legal proceedings, including civil and criminal enforcement	Ability to prepare reports and legal documentation	✓	
Exercise statutory powers in accordance with legislation, policy and codes of practice	Court / evidential experience	✓	
Intelligence-Led & Risk-Based Working			
Assess and prioritise work using risk and intelligence frameworks	Experience of risk-based decision-making	✓	
Contribute to intelligence gathering, analysis, and sharing processes	Understanding of intelligence-led regulation	✓	
Develop and implement targeted project work, tactical assessments and operational delivery	Data handling and information management skills	✓	
Maintain accurate case and intelligence records on relevant systems	IT and case management skills	✓	
Business Advice and Compliance			
Provide advice and guidance to businesses on compliance with legislation	Knowledge of business compliance requirements	✓	
Undertake reactive and proactive inspections, audits and interventions at business premises	Ability to communicate complex information clearly	✓	

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Examine technical files with regard to product safety legislation, risk assessments with regard to health and safety legislation and exam company records to meet the requirement of the Trusted Trader Scheme			
Promote compliance through educations and engagement activity	Inspection and audit experience	✓	
Identify and address non-compliance, securing improvements	Influencing and negotiation skills	✓	
Consumer Protection & Prevention			
Identify and respond to risks impacting consumers, including vulnerable individuals	Understanding of consumer protection principles	✓	
Deliver prevention activities (e.g. scams, doorstep crime, financial harm initiatives)	Awareness of vulnerability and safeguarding issues		✓
Support awareness campaigns and community engagement Work to reduce harm and improve community safety outcomes	Experience of prevention or engagement activity Customer-focused approach – communication skills, conflict handling skills		✓
Partnership & Multi-Agency Working			
Work collaboratively with internal and external partners	Partnership working experience	✓	
Participate in joint operations and projects	Ability to build effective working relationships and good team player	✓	
Share intelligence in line with data sharing protocols			
Represent the service at meetings and forums where required	Knowledge of key partner agencies and roles	✓	
Operational Delivery & Professional Practice			
Undertake operational activity (e.g. inspections, surveillance, test purchasing) in accordance with guidance.	Knowledge of operational procedures and regulatory practice	✓	
Prepared to respond to an emergency situation relating to the Service's work if required which could also involve out of hours work.	Initiative taking skills	✓	
Produce accurate records, witness statements, and reports	Report writing and documentation skills	✓	

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	Knowledge of the Scottish legal system	✓	
Ensure compliance with health and safety requirements.	Health and safety awareness	✓	
Maintain professional standards and continuous development, cascade training and assist Lead Officers in training Trainee Trading Standards Officer.	Commitment to CPD	✓	
General Responsibilities			
Manage an individual caseload effectively, prioritising based on risk and service priorities with minimal supervision.	Performance management skills	✓	
Contribute to service improvement, performance reporting, and corporate priorities.	Ability to travel throughout Fife	✓	
	Team working skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protecting Vulnerable Groups (PVG) Scheme, Disclosure Check or Non-Police Personnel Vetting (NPPV) required:

Before appointment is confirmed: You may be required to obtain PVG scheme membership, a Disclosure check, or NPPV at a minimum of Level 2. Please refer to the job advert for the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

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