



# Role Profile

## Technical Support Officer (Trading Standards)

Reference No:	A5533		
Service:	Protective Services – Trading Standard		
Job Family:	Protective Services	Grade:	FC6

### Purpose

As part of the Trading Standards Team, assist the team through the provision of technical support.

Undertake duties or project developmental work assisting Trading Standards in the continuous delivery of professional, high quality and customer focused services.

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>To support the Service Manager and Lead Officers to ensure that Team’s regulatory and intervention functions are discharged efficiently, professionally, timeously and in line with statutory requirements. This will include, but not limited to:</p> <ul style="list-style-type: none"> <li>• The management of information systems and databases related to the team case management, project and inspection programmes – keeping them up to date and accurate and taking any necessary corrective action</li> <li>• Interrogate and supply information in an appropriate format in response to enquiries relating to in-house systems and databases, in</li> </ul>	<p>Educated to SCQF level 7 which includes a HNC or equivalent</p> <p>Knowledge of Trading Standards subject areas</p> <p>Experience of working in a regulatory field</p> <p>Customer service skills</p> <p>Regulatory knowledge</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria    D = Desirable Criteria

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line with agreed Service procedures including service level and external agreements <ul style="list-style-type: none"> <li>• Administer the generic email account and triage enquiries from third parties accordingly e.g. local authority professionals, members of the public, businesses, other stakeholders</li> <li>• Assist team members to process all enquiries received through the Advice Direct Scotland (ADS) portal and feedback any issues to ADS</li> <li>• Accompany team members as required to participate at meetings, workshops and other stakeholder forums</li> <li>• Ensuring Team documentation, published records and advice are kept up to date</li> <li>• Assist team members with licensing applications including petroleum and explosives</li> <li>• Support the Regulatory activities of the Team. This may include dealing with and responding to Businesses, Elected Officials, Senior Managers, Members of the Public and Partner Organisations.</li> </ul>	Initiative taking skills  Time management skills	✓  ✓	
Update internal and external website pages with relevant information	IT skills	✓	
Administer the communication processes within the team e.g. draft and issue press releases, liaise with Fife Council corporate comms team, create posts for sharing on Trading Standards social media platforms and triage enquiries received via social media.	Organisational skills	✓	
Assist with processing technical information relating to the range of services and activities delivered by TS across the main core functions.			
Accompany team members as required to participate at meetings, workshops, events and other stakeholder forums. Assist team members with keep the Trading Standards storage unit organised and tidy in line with processes.	Communication skills	✓	
Compile statistical returns relating to performance data in line with freedom of information requests, subject access requests,	Research skills	✓	

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performance measures and service procedures, and assist other team members with EIR requests.	Ability to work to deadlines	✓	
Coordinating the procurement, maintenance and where necessary the calibration of the equipment required by the Team for undertaking statutory functions. Along with coordinating the payment of related invoices.	Numeracy skills	✓	
To assist team members and managers in their work, as and when required, with any other duties commensurate to the post.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

<b>Additional tasks or responsibilities</b> – this is a generic role, however this particular job may also require you to undertake the following:			
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<b>Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required</b>
<b>Before confirming appointment:</b> You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of 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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