



Role Profile

Trading Standards Enforcement Officer

Reference No:	A4539		
Service:	Trading Standards		
Job Family:	Protective Services	Grade:	FC7

Purpose

To work effectively in a team with colleagues and partner agencies to protect and support legitimate businesses and consumers from harm by conducting investigations, carrying out business inspections and dealing with complaints and service requests in respect to Trading Standards legislation.

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

Ensuring a fair and safe trading environment for consumers and businesses.

Enforcing the provisions of various statutes in assisting the Service Manager, Lead Officers and Trading Standards Officers in the discharge of Trading Standards functions.

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

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Educated to SCQF level 8 which includes an HND or equivalent	✓	
Knowledge and experience in dealing with a wide range of Trading Standards issues		✓
Modular certificate in Consumer Affairs and Trading Standards or the Diploma in Consumer Affairs or equivalent		✓
Ability to travel throughout Fife	✓	
Time management skills	✓	

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	Experience of working in an investigative/front line role in Trading Standards		✓
<p>Carrying out inspections of trade premises either by prior arrangement or unannounced as required to ensure compliance with Trading Standards legislation and assessing goods and services within the premises.</p> <p>Assessing, investigating and gathering information and corroborated evidence from various sources regarding complaints, service requests and breaches of Trading Standards legislation. Making judgements on the appropriate enforcement action to take - including initiating a criminal investigation, issuing of warning letters, fixed penalty notices or compliance notices.</p> <p>Keeping electronic databases up to date with activities, records and actions carried out in relation to case work and other duties</p> <p>Obtaining and serving entry warrants at trade premises and private dwelling houses in connection with criminal investigations.</p>	<p>Knowledge of Trading Standards legislation</p> <p>Investigations skills</p> <p>IT skills</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Investigating suspected offences which could include carrying out undercover or surveillance work and making applications for surveillance authorisation to legal services</p> <p>Carrying out test purchases and being responsible for petty cash</p>	<p>Covert techniques</p> <p>Tact, diplomacy and assertiveness skills</p>		<p>✓</p> <p>✓</p>
<p>Responding to incidents and dealing with victims of crime(s) in a sensitive and appropriate manner, including elderly and vulnerable individuals</p>	<p>Emotional intelligence</p> <p>Flexible approach</p> <p>Conflict handling skills</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

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Providing written and verbal advice and assistance to traders on trading standards matters, including advice on their rights and obligations and the interpretation of trading standards legislation.			
Preparing prosecutions for submission to the Procurator Fiscal regarding breaches of legislation and knowledge of using the Specialist Reporting Agency website.	Experience of investigational and prosecution work Knowledge of Scottish legal system	✓	✓
Being proactive and engaging with Trading Standards Officers, Lead Officers and Service Manager, and other teams within Fife Council to bring forward and develop ideas to assist in the achievement of service objectives as laid down in the team plan and service improvement plan. Developing and implementing projects and initiatives. Undertaking an active role in the matter of health, safety and welfare of staff, including those contracted or in partnership to deliver services on behalf of the council.	Interpersonal skills Team working skills Performance management skills Knowledge of health & safety issues Initiative taking skills		✓ ✓ ✓ ✓ ✓
Being prepared to respond to an emergency relating to the services work if required Undertaking specialist enforcement duties and other specialist activities where necessary			
Reviewing practices and procedures to promote improvements to service delivery and client satisfaction Representing the service/team at appropriate specialist coordinating groups, Community Partnership Groups, Cross-Service Working Groups and Project Teams and identify opportunities to engage with members and stakeholders	Partnership working skills		✓
Producing reports, guidance and other documentation.	Report writing skills		✓

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<p>Preparing and presenting talks and training, on the work of the Trading Standards team, and the legislation enforced to internal and external audiences to provide staff training and/or mentoring</p> <p>Preparing press releases, articles for trade publications etc. and developing relevant information for the council's intranet system and social media accounts to educate and protect consumers and safeguard businesses, including prevention and intervention messages</p>	<p>Written and verbal communication skills</p> <p>Presentation skills</p>	✓	✓
Examining technical files with regard to product safety legislation and risk assessments with regard to health and safety legislation and the examination of company records to meet the requirements of the Trusted Trader scheme			
Participating in training to be able to demonstrate continual professional development and competency			
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 Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: 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.