



Role Profile

LEAD PROFESSIONAL (Trading Standards)

Reference No.	I562.01	Type	Individual
Service	Economy, Planning & Employability Services		
Job Family	Professional	Grade	FC9

Purpose

To support and assist the Service Manager in ensuring the effective organisation and delivery of the statutory, non-statutory, technical, professional and operational standards to achieve the requirements of both the Team and Service as a whole.

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

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

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Leading on identified work areas of the Team on a day to day basis, on the instruction and guidance of the Service Manager, developing and implementing any new initiative within the Service, ensuring liaison and collaboration across and between teams, as appropriate, which will consistently deliver high quality customer focused services.

Educated to SCQF level 9, which includes a Diploma in Trading Standards or Diploma in Trading Standards and Consumer Affairs or equivalent

✓

Experience of dealing with a wide range of Trading Standards issues (Deliver results - See 'How We Work Matters' Framework)

✓

Co-ordinating the full range of Specialist and Support Services including advice, support and enforcement of legislation and other activities as required in accordance with the relevant legislation, policies and procedures.

Experience of investigational and prosecution work

✓

Knowledge of Scottish legal system

✓

Knowledge and experience in dealing with a wide range of Trading Standards issues

✓

Ability to travel throughout Fife

✓

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Providing professional leadership and supporting employees by applying people management skills e.g. providing appropriate training, team building and conflict resolution.	Leadership skills	✓	
Motivating and developing staff to meet the service needs and their full potential.	Interpersonal skills	✓	
Maintaining consistent and appropriate standards of performance, conduct and attendance by implementing Fife Council policies, and by monitoring against local and national performance indicators.	Coaching/Training skills		✓
Maintaining an overview of the Team's activities, allocating work in order to meet agreed targets, ensuring staff and resources are directed and scheduled appropriately.	Performance management skills	✓	
Attending the Management Team as required and reporting on relevant issues and specific projects, cascading information to the team as necessary.	Time management skills	✓	
Undertaking an active role on the matter of health, safety and welfare of staff, including those contracted or in partnership, to deliver services on behalf of the Council.	Team working skills (Work together)	✓	
Leading on the collation and interpretation of appropriate Performance Indicators.	Initiative taking skills (Take ownership)	✓	
Reviewing practices and procedures to promote improvements to service delivery and client satisfaction by effective use and deployment of resources within the team contributing to the wider service and corporate goals.	IT skills (Embrace technology and information)	✓	
Ensuring quality assurance and best practice procedures are implemented and assisting with their development.	Knowledge of performance and quality issues		✓
Assisting with the development of new working methods, evaluating/reviewing mechanisms which will ensure best value solutions are implemented to resolve problems and improve service delivery.	Project management skills (Focus on customers)	✓	
	Problem solving skills	✓	

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Monitoring the operation of the Team, identifying trends and changes of priority for future resource planning and service delivery priorities and procedures.	Organisational skills	✓	
Assisting in the investigation of customer complaints in line with the corporate and service complaints procedure and standards.	Research and Investigational skills	✓	
Assisting the Service Manager to develop a customer-orientated approach by colleagues with the emphasis on customer care and a service which is responsive to public needs.	Analytical skills		✓
Representing the service at Council Committees, Sub-Committees, Community Partnership Groups, Cross-Service Working Groups and Project Teams and identify opportunities to engage with members and stakeholders	Partnership working skills		✓
Supervising the preparation of reports by Officers for presentation to the Procurators Fiscal Service.	Experience of preparing reports for Procurator Fiscal's Service		✓
Producing and presenting reports, guidance and other documentation.	Report writing and presentation skills	✓	
Preparing and undertaking talks and lectures to internal and external audiences.	Communication skills	✓	
Working with colleagues from within or out with the Service to ensure the Council and its constituent Services and partners adhere to and achieve corporate objectives.	Negotiation skills	✓	
	Conflict handling skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
<ul style="list-style-type: none"> • Take Ownership • Focus on Customers • Work Together • Embrace Technology & Information • Deliver Results