



# Role Profile

## Trading Standards Technician

Reference No.	A4538	Type	Individual
Service	Protective Services - Trading Standards		
Job Family	Para Professional 4	Grade	FC6

### Purpose

To provide advanced technical support and assistance to improve the wider service around the area of financial harm in relation to scams and doorstep crime, and comply with statutory duties, and to assist in all other areas within the Trading Standards team to assist the portfolio in the continuous delivery of professional, high quality and customer focussed services.

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

To carry out the monitoring and actioning of referrals and service requests relating to scams and financial harm and to work with other officers within the team to take the appropriate action.

Establish, maintain and follow procedures for actioning scam referrals and installing and monitoring call blocking technology. Part of scams referrals work will include the handling of cheques and debit cards and making appropriate enquiries to ensure they can be returned to the correct individual.

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

**E**      **D**

Educated to SCQF level 7 which includes an HNC or equivalent

✓

IT Skills

✓

Ability to communicate effectively both orally and in writing

✓

Ability to work unsupervised, meet deadlines, determine priorities, and manage workload

✓

Investigative skills

✓

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Develop working relationships with other Council departments, Police Scotland and other partner and voluntary organisations to identify suitable candidates for receipt of call blocking devices and other safeguarding actions.	Ability to take initiative and to develop work practices, policies and procedures	✓	
Assist Trading Standards and Fair-Trading Officers in carrying out their duties and gathering of evidence where necessary by accompanying them on visits and generally shadowing their role to gain and maintain a knowledge and understanding of the team's activities.	Full UK Driving licence or ability to travel throughout Fife within a limited timescale	✓	
Keeping electronic databases up to date with activities, records and actions carried out in relation to case work and other duties Devise processes for managing scam project work and maintain appropriate IT systems in relation to this area of work.	Computer literate and literacy and report writing skills	✓	
Assist Trading Standards and Fair-Trading Officers in carrying out their duties and gathering of evidence where necessary by accompanying them on visits and generally shadowing their role to gain and maintain a knowledge and understanding of the team's activities, but with a focus being on scams area of work.	Interpersonal skills  Team working skills  Initiative taking skills	✓  ✓  ✓	
Assisting in the co-ordination of the Team's customer interactions across various mediums which will include being part of the team's Duty Officer rota responding to enquiries, recording and assessing complaints for allocation by a Lead Officer.	Time management skills	✓	
Creating information leaflets for consumers and businesses using to develop and deliver consumer education on scams and financial harm and assist colleagues in attending consumer events on a wide range of Trading Standards topics and deliver talks to small groups when required.	Creativity skills  Presentation skills		✓  ✓
Expanding the use of Information Technology within the team including, but not limited to, databases, word processors, spreadsheets, presentation software etc. to ensure efficient and effective use is made of IT software.			

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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:			
<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>

<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.	
<b>Additional Information</b> – the following information is available:	<b>Expected Behaviours</b>
<ul style="list-style-type: none"> <li>Skills Framework (if applicable)</li> <li><b>How</b> we work matters</li> </ul>	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>