



Role Profile

TRADING STANDARDS OFFICER			
Reference No.	I640.01	Type	Individual
Service	Enterprise & Environment		
Job Family	Professional 2	Grade	FC8

Purpose
To work effectively in a team with colleagues, and partner agencies, in order to protect and support legitimate businesses and consumers from harm by providing advice, conducting investigations, carrying out business inspections and dealing with complaints and service requests in respect to legislation, including weights and measures, enforced by Fife Council as the Local Weights and Measures Authority

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	E	D
<p>Ensuring a fair and safe trading environment for consumers and businesses</p> <p>Enforcing the provisions of various statutes in assisting the Service Manager and Lead Officers in the discharge of Trading Standards functions</p>	<p>Educated to SCQF level 9, which includes a Degree/Diploma in Trading Standards (DTS) or equivalent, or</p> <p>Diploma in Consumer Affairs and Trading Standards (DCATS) (with Legal Metrology module completed)</p> <p>Section 73 Certificate of Qualification as a Inspector of Weights and Measures</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

E = Essential Criteria D = Desirable Criteria

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<p>Carrying out comprehensive inspections of trade premises either by prior arrangement or unannounced as required, including weights and measures inspections to ensure compliance with Trading Standards legislation.</p> <p>Investigating and gathering information and corroborated evidence from various sources regarding complaints and breaches of Trading Standards legislation. Making judgements on the best way to resolve issues including initiating a criminal investigation, issuing of fixed penalty or compliance notices</p> <p>Obtaining and serving entry warrants at trade premises and private dwelling houses in connection with criminal investigations</p>	<p>Knowledge and experience in dealing with a wide range of Trading Standards issues and legislation</p> <p>Ability to travel throughout Fife</p> <p>Communication skills</p> <p>Time management skills</p> <p>Numerical and statistical knowledge</p> <p>Experience of working in an investigative/front line enforcement role in Trading Standards</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Investigating complaints and service requests, and developing and implementing projects and initiatives</p> <p>Assessing goods and services to ensure compliance with relevant law</p>	<p>Knowledge of Trading Standards legislation</p> <p>Investigation skills</p>	<p>✓</p> <p>✓</p>	
<p>Investigating suspected offences which could include undercover or surveillance work</p>	<p>Covert techniques</p> <p>Tact, diplomacy and assertiveness skills</p>		<p>✓</p> <p>✓</p>
<p>Providing written and verbal advice and assistance to traders on metrology and other trading standard matters, including advice on their rights and obligations and the interpretation of trading standards legislation, and advice on business systems.</p>	<p>Conflict handling skills</p> <p>Weights, measures and legal metrology knowledge and expertise</p> <p>Knowledge of legislation and best practice in: packaged goods and average quantity, non-automatic weighing instruments, automatic weighing instruments, liquid fuel</p>	<p>✓</p> <p>✓</p>	<p>✓</p>

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	measuring instruments, developments in software used in weighing and measuring		
Preparing prosecutions for submission to the Procurator Fiscal with regard to breaches of legislation and knowledge of the Specialist Reporting Agency website	Experience of investigational and prosecution work Knowledge of Scottish legal system IT skills (Embrace Technology & Information – see How we Work Matters Framework)	✓ ✓ ✓	
Being proactive in engaging with the team, Lead Officers and Service Manager, and other teams within Fife Council, to bring forward and develop ideas which could result in more efficient use of staff resources and a more productive work return	Interpersonal skills Team working skills (Work together)	✓	✓
Being prepared to respond to an emergency situation relating to the Service's work if required.	Initiative taking skills (Take Ownership)		✓
Being proactive within the area of responsibility in the pursuit of ideas for projects and investigations which will assist in the achievement of Service and Council objectives as laid down in the Team Plan and Service Improvement Plan	Performance management skills	✓	
Undertaking specialist enforcement duties and other specialist activities where necessary			
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	Knowledge of health and safety issues		✓
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	Knowledge of performance and quality issues (Deliver Results)		✓

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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	Problem solving skills		✓
Representing the service/team at appropriate specialist co-ordinating groups, Community Partnership Groups, Cross-Service Working Groups and Project Teams and identify opportunities to engage with members and stakeholders	Partnership working skills (Focus on Customers)		✓
Producing and presenting reports, guidance and other documentation	Report writing and presentation skills	✓	
<p>Preparing and presenting talks and training on the work of the Trading Standards team and the legislation enforced to internal and external audiences including Committees, Procurator Fiscal and Police Scotland and to provide staff training and/or mentoring</p> <p>Preparing press releases, articles for trade publications, members briefings etc. in association with the work and outcomes of the team</p>	Written and verbal communication skills	✓	
<p>Maintaining and developing relevant information on the Council's intranet system FISH and Fife Direct pages and social media accounts</p> <p>Ensuring that all information, particularly legislative information/advice is up to date</p> <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</p> <p>Auditing local business records and internal records in relation to weights and measures legislation.</p>	Quality Management Systems ISO 9001:2015 series		✓

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Participating in training to be able to demonstrate competency and participating in the ongoing development, Implementation and monitoring of team and service plans			
Working with colleagues from within or outwith the Service to ensure the Council and its constituent Services and partners adhere to and achieve corporate objectives.			
Undertaking all other duties as required for the role. Duties will be in line with the grade and some duties may require out of hours work.			

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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Job Title (Specialists Tasks)			

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 type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input checked="" type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

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Additional Information – the following information is available:

- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results