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| **Job Description** |
| **Post title** | Senior Trading Standards Officer |
| **JE Reference No** | A4587 (post no. N.EHCP.27.1-13) |
| **Grade** | 11 |
| **Service** | Neighbourhood and Climate Change  |
| **Service Area** | Environment, Health & Consumer Protection |
| **Reporting to** | Service Group Manager or where applicable a Team Leader |
| **Location** | Your normal place of work is to be agreed but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will primarily work within one of four specialist service areas namely Health Protection, Public Safety, Environment Protection or Economic Wellbeing within Environment, Health and Consumer Protection Service.

The post holder will undertake a range of duties and responsibilities commensurate with qualifications and experience in relation to Environment, Health and Consumer Protection services.

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| **Duties and responsibilities** |

* Responsible for the delivery of a specialist services within the Environment, Health and Consumer Protection Services in accordance with service policies and procedures, and within the legislative framework, using the full range of enforcement powers, advice and education.
* Contribute to the development of strategies, policies and procedures to make County Durham a healthy and safe place, and to work in partnership with others to promote community and economic wellbeing, and to protect and improve the health and quality of life of those who live, visit and work in County Durham.
* Maintain in-depth technical knowledge within a specialist area to ensure effective service delivery and standards.

* To interpret and implement service procedures, legal requirements and statutory guidance and other information within a specialist service area.
* Preparation and presentation of information on relevant issues for health promotion purposes including material for publication, guidance and advice.
* To respond to requests for services outside of normal working hours, this may require the post holder to undertake certain duties and responsibilities at unsocial times including evenings and weekends.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable):

* To ensure compliance with regulatory frameworks and develop, implement and review operational service plans, policies and procedures relevant to the functions of the section.
* To supervise, monitor, coach, train and mentor employees in accordance with personal development programmes.
* To ensure the needs of our customers are considered at all times to enable the Council to deliver customer focussed services in line with customer needs.

* Liaise with relevant organisations and represent the Council at meetings with external stakeholders as required.
* Responsibility for assisting the Team Leader in managing budgets.
* Provide advice as required on matters related to specialist service area. Communicate effectively in speech and writing, including drafting reports and dealing with correspondence.
* Presentation of reports at, meetings of the Cabinet, Overview and Scrutiny panels and other Committees as directed by the Head of Environment, Health and Consumer Protection.
* Ensure compliance with all Health and Safety legislative requirements including undertaking risk and implementation of safe systems of work in accordance with Council policies and procedures.
* To engage with all relevant stakeholders and seek opportunities for partnership working and to raise the profile of the service.
* Responsibility for generation of income.
* To represent the Council and to attend Court as necessary in any legal proceedings relating to the service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Degree or relevant professional qualification in Trading Standards.
 | * Relevant post graduate certificates.
* Membership of TSI.
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| Experience | * Post Graduate experience in relevant service area(s).
* Experience of local government structure and operation.
* Local Government and associated policy and procedures.
* In depth experience of carrying out complex or technical investigations, inspections/interventions, and associated work in relevant service area including, researching legislation, case law and technical developments as necessary.
* Experience in enforcement and legal proceedings including court experience.
* Ability to provide detailed technical advice to customers.
* Experience of using IT systems.
 | * Experience in performance monitoring and management.
* Experience in managing budgets and other resources including preparing funding bids.
* Experience in strategic planning of services and project management.
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| Skills & Knowledge | * Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary.
* Ability to lead and motivate professional, technical and administrative staff in meeting service objectives.
* Ability to organise and prioritise own and team workloads.
* Ability to accurately research in detail scientific, technical and legal issues for own use and for the benefit of team members.
* Ability to interpret and understand technical data and reports and prepare reports intended for a range of audiences.
* Evidence of good negotiating and influencing skills.
* Able to communicate clearly and professionally, both verbally and in writing with a wide range of stakeholders and colleagues.
* Capable of adapting and responding to changing technologies and corporate and service delivery requirements.
* Ability to build and develop teams.
* Knowledge of scientific, technical and legal aspects relevant to the specialist area sufficient to act as a specialist resource within the Environment, Health and Consumer Protection Division.
* Knowledge of other relevant functions within the Department.
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| Personal Qualities | * Ability to form effective working partnerships with colleagues and professionals from other organisations and sectors.
* Able to work as a team member.
* Capable of working effectively under own initiative within delegated responsibility.
* Computer literate.
* Awareness of future proposals, trends and issues relating to the relevant functions.
* Understanding of Performance Management frameworks. Best value and CPA framework.
* Travel is an essential requirement of the post.
* Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment.
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