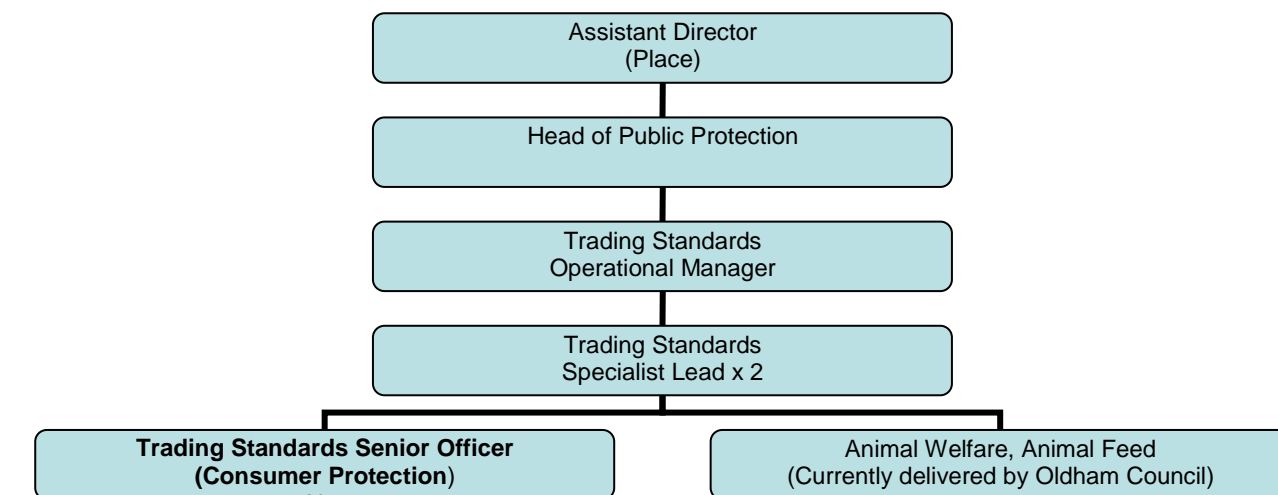


**BOROUGH OF ROCHDALE**

**JOB DESCRIPTION**

<b>SERVICE:</b>	Neighbourhoods
<b>SECTION:</b>	Public Protection
<b>LOCATION:</b>	Number One Riverside, Smith Street, Rochdale.
<b>JOB TITLE:</b>	Trading Standards Senior Officer (Consumer Protection)
<b>POST NUMBER:</b>	PHPPCOMPCP02
<b>Grade:</b>	7
<b>Accountable to</b>	Trading Standards Specialist Lead Trading Standards Operational Manager Head of Public Protection Assistant Director Place Director of Neighbourhoods
<b>Accountable for</b>	None
<b>Hours of Duty</b>	37.00 hours. Flexible working hours and work life balance in operation in accordance with service requirements including occasional out of hours working as required.
<b>Any Special Conditions of Service</b>	<p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p> <p>This post is not Politically Restricted in accordance with the current regulations</p> <p>The postholder may be expected to attend occasional evening meetings which will be compensated for in accordance with local conditions of service.</p> <p>Other occasional out of hours work as required.</p> <p>Casual Car Allowance is payable.</p> <p>The Authority operates a Smoke Free Policy for all its employees and applies to any building and associated grounds within in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by Rochdale Borough Council.</p>

## **ORGANISATIONAL CHART**



## **PURPOSE AND OBJECTS OF THE JOB**

To implement Public Protection legislation within a designated area of work for which the postholder has an appropriate qualification / level of professional competence and (where appropriate) in other areas of the work undertaken by the Trading Standards Team.

### **Control of Resources**

<b>Personnel:</b>	None (other than to mentor and support staff placed temporarily under the post holder's control, eg trainees, temporary staff, work experience students, etc).
<b>Financial:</b>	Responsible for working in accordance with the financial regulations and procedures of the Authority.
<b>Equipment/Materials:</b>	Responsible for the safe, efficient and effective use of equipment and materials used by the postholder and the proper maintenance of record systems.
<b>Health/Safety/Welfare:</b>	Responsible for the health, safety and welfare of self and others in accordance with Service and Council Policy Statements.
<b>Equality and Diversity:</b>	To work in accordance with the authority's policy relating to the promotion of Equality and Diversity.
<b>Training and Development :</b>	The postholder will be responsible for assisting in the identification and undertaking of his/her own training and development requirements, in accordance with the Service's Employee Development Scheme.

### **Relationships (Internal and External)**

<b>Internal:</b>	<ul style="list-style-type: none"><li>▪ Director of Neighbourhoods, Assistant Director Place, Head of Public Protection, Operational Managers, Specialist Leads and all other staff within the Section, Service and Service Group</li><li>▪ Senior managers, officers and staff within other Service Groups and partner agencies</li><li>▪ Elected Members</li><li>▪ Trade Union Representatives</li></ul>
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**External:**

- Members of the public, representatives of local / community groups, voluntary organisations and the business community
- Officers of other local authorities, joint units (eg AGMA, TSNW), government departments and other public agencies.
- Members of Parliament

**Responsibilities****The postholder must:**

1. Perform his/her duties in accordance with legislation, the council's policies and procedures including the Code of Conduct for members and officers, Service codes of practice, approved Delegation Scheme and any other policies adopted by the Service
2. Perform his/her duties in accordance with Rochdale MBC's Equality and Diversity Policy.
3. Ensure that Rochdale MBC's commitment to public service orientation and care of our customers is provided.
4. Be able and willing to render regular and efficient service to undertake the duties of the post.

**Values and Behaviours**

Approach the job at all times using the values set out below

- Proud of the difference we make
- Passionate about the diversities of the Borough
- Pioneering and Open in our Approach

Be aware of and apply these values and associated behaviours at all times.

**Principal Duties:**

1. To carry out the duties and responsibilities of a professionally-qualified officer in the area of Consumer Protection, and for that purpose, to implement the council's approved policies and statutory duties in relation to all appropriate aspects of Public Protection as required.
2. In relation to the technical area of Consumer Protection to:
  - use all appropriate databases to compile details of "problem traders", and to collate any statistical data regarding trends in local undesirable trading activity;
  - to make recommendations to senior officers as to appropriate strategies to reduce the level of complaints against such traders or the incidence of undesirable trading activity and improve food safety compliance;
  - to work with local businesses and other agencies in implementing the above strategies;
  - to liaise with other local authorities where the problem trader operates in more than one area;
  - to investigate complaints and undertake service requests (as allocated) and where necessary conduct interviews under caution ensuring the requirements of PACE are adhered to;
  - undertake reactive and proactive inspections and take any necessary remedial action to ensure compliance with legislative standards;
  - prepare reports on infringements of legislation (whether for prosecution or alternative method of disposal); and where necessary to appear as a witness on behalf of the council at courts of law, public inquiries, tribunals and at other outside meetings as required.
  - where appropriate, to initiate and co-ordinate the undertaking of formal action under the Consumer Protection;
  - share knowledge / expertise, where appropriate in supporting those other staff who may be involved in undertaking enforcement action;
  - participate or lead in activities such as test purchasing and measures to combat Doorstep Crime; and

- contribute to all other appropriate activities undertaken by the Trading Standards Team.
3. Where required, to implement new approaches to service delivery methodologies (eg interventions, proactive / intelligence-led initiatives).
  4. To maintain effective liaison with other enforcement agencies and to foster partnership working
  5. To undertake sampling activity, surveys, surveillance, research activities and project work as and when required.
  6. To advise local residents and businesses on all aspects of public protection legislation (including on a home authority / primary authority basis, as appropriate); and including the giving of talks, presentation of displays etc in accordance with the Section's educational role; and to assist generally with the promotion of schemes affecting all aspects of Public Protection, as allocated by the section
  7. To maintain effective liaison with other enforcement agencies and to foster partnership working.
  8. To undertake the preparation and proper service of statutory notices and other legal documents in accordance with the officer's professional competency, written authorisation and scheme of delegation.
  9. To assist senior officers in the production of reports to council committees and other bodies (including reports which provide information and statistics for submission to appropriate bodies on the work of the section)
  10. To maintain all pertinent records (manual and computerised) to comply with requirements of the section, service, service group, council or government.
  11. To ensure that council equipment allocated to the officer is kept in good working condition
  12. To keep up to date with developments within Trading Standards and in the field of Public Protection more generally.
  13. To positively represent the Public Protection section at council meetings, working groups, public meetings, and advisory groups (both internal and external to the council).
  14. To act as a positive role model and as an effective member of a team within the Public Protection section.

#### **Secondary Duties:**

1. When required, to assist senior officers in the recruitment, selection and induction of new employees
2. To contribute to the efficient and effective use of ICT systems in connection with work of the Public Protection section
3. To deal with all correspondence and media enquiries in accordance with the agreed arrangements for timely responses.
4. To assist the Operational Managers and Specialist Leads in dealing with those who have a complaint about services (both internal and external customers)
5. To deputise, as appropriate for the Trading Standards Specialist Leads.
6. To participate in the Council's Emergency Planning arrangements.
7. To participate in a Duty Officer rota, if required.
8. To participate in in-service training, both as a trainer and a trainee as required, to ensure staff of the Service are adequately trained.

9. To undertake such other duties and responsibilities of an equivalent nature as may be determined from time to time by the Service Director in consultation with the postholder and, if she/he wishes, with her/his trade union representative.

Job Description                      N. Rogers                      Date :      February 2020  
prepared by :

Agreed by Postholder :                      Date :

Supervisor :                      Date :

Head of Service :                      Date :

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Neighbourhoods</b>	<b>Post:</b>	<b>Trading Standards Senior Officer (Consumer Protection)</b>
<b>Section :</b>	<b>Public Protection</b>	<b>Post Number :</b>	<b>PHPPCOMPCP02</b>
<b>Job Ref:</b>	<b>RO37186</b>	<b>Grade:</b>	<b>7</b>

**Note to Applicants:**

The *Essential Criteria* are the qualifications, experience, skills or knowledge you **MUST SHOW YOU HAVE** to be considered for the job.

The *How Identified* column shows how the Council will obtain the necessary information about you.

If the *How Identified* column says the **Application Form** next to an *Essential Criteria* you **MUST** include in your application enough information to show **how** you meet this criteria. You should include examples from your paid or voluntary work.

**The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects staff to share this commitment.**

<b>Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>How Identified: AF Application Form I Interview A Assessment</b>
<b>(a) Special Working Conditions</b>		
1 Are you able and willing to work outside normal office hours, including attendance at evening Committees or other (public) meetings?	<b>E</b>	<b>AF / I</b>
2 Please confirm you are able to undertake a certain amount of travelling in the course of the duties.	<b>E</b>	<b>AF / I</b>
3 Are you able to travel independently throughout the borough?	<b>E</b>	<b>AF / I</b>
<b>(b) Qualifications and Experience</b>		
1 Do you have a recognised professional qualification in Trading Standards, including: <ul style="list-style-type: none"> <li>• DTS (or equivalent)</li> <li>• DCA (Parts 1 and 2)</li> </ul> Any other relevant training qualifications and experience giving an equivalent level of skill, knowledge and expertise?	<b>E</b>	<b>AF / I</b>
2 Do you hold a relevant qualification in Food Standards DCA part 2 or equivalent qualification and experience?	<b>D</b>	<b>AF / I</b>
3 Do you have relevant post-qualification experience of working in a regulatory environment	<b>E</b>	<b>AF / I</b>
<b>(c) Skills and Knowledge</b>		
1 What is your sound knowledge of legislation and best practice relating to Trading Standards legislation including under age sales, product safety, door step crime, fair trading etc	<b>E</b>	<b>AF / I</b>
2 What is your flexible approach / willingness to work outside traditional professional boundaries?	<b>E</b>	<b>AF / I</b>
3 What is your ability to interpret and apply legislation across the range of duties within Consumer Protection and Food?	<b>E</b>	<b>AF / I</b>
4 What is your ability to communicate complex information effectively both in writing and verbally to a range of audiences?	<b>E</b>	<b>AF / I</b>
5 What is your ability to work closely with partners and to develop positive working relations?	<b>E</b>	<b>AF / I</b>
6 What is your ability to show sound judgement in the making and implementation of decisions?	<b>E</b>	<b>AF / I</b>

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
7 What is your ability to effectively organise own workload, meet targets and deadlines and work under pressure?	E	AF / I
8 What is your ability to negotiate effectively and persuade others to a particular view?	E	AF / I
9 What is your ability to access, interrogate and maintain electronic information systems, databases and files?	E	AF / I
10 What is your Ability to work as part of a team, and with minimal supervision?	E	AF / I
11 Please demonstrate how you are resilient, self-motivated with a positive attitude and ability to progress matters to a conclusion?	E	AF / I
<b>(d) Behaviours and Values</b>		
1 Approach the job at all times using the values set out below; <ul style="list-style-type: none"> <li>• Proud of the difference we make</li> <li>• Passionate about the diversities of the Borough</li> <li>• Pioneering and Open in our Approach</li> </ul> Please confirm you are willing to adhere to these values and behaviours?	E	AF/I