

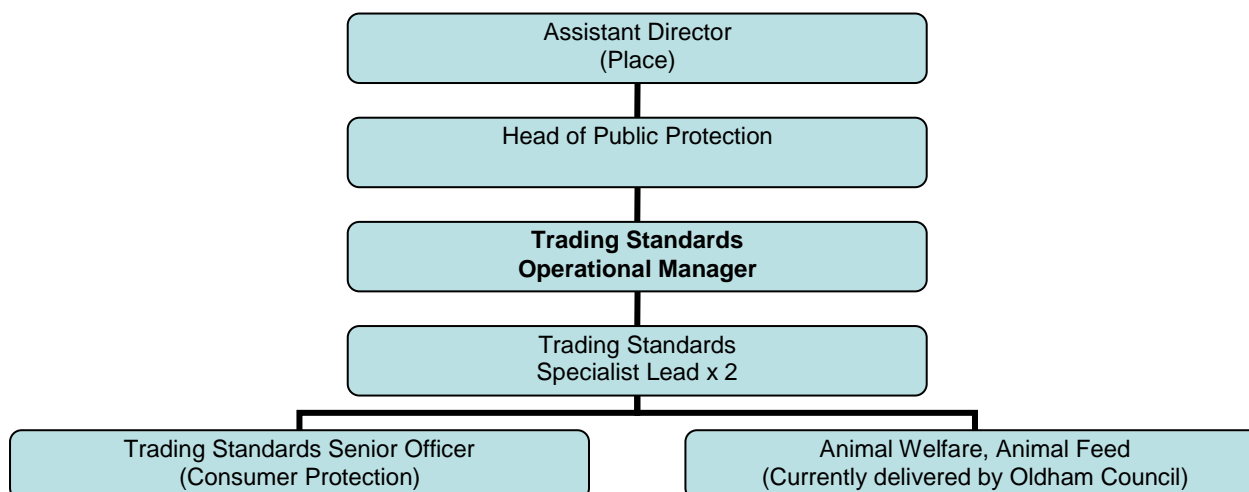
ROCHDALE BOROUGH COUNCIL

JOB DESCRIPTION

SERVICE:	Neighbourhoods
SECTION:	Public Protection
LOCATION:	Number 1 Riverside, Smith Street, Rochdale
JOB TITLE:	Trading Standards Operational Manager
POST NUMBER:	PHPP00000012
Grade:	9
Accountable to:	Head of Public Protection, Assistant Director Place, Director of Neighbourhoods
Accountable for:	Grade 8 and below and any staff assigned to the team for a temporary period.
Hours of Duty	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.
Any Special Conditions of Service	<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 User Allowance is payable</p> <p>This post is/is not Politically Restricted in accordance with the current regulations</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>

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

ORGANISATIONAL CHART



PURPOSE AND OBJECTS OF THE JOB

To assist the Head of Public Protection in the effective management, improvement and development of the Trading Standards team.

To be responsible for the day to day management of workloads and activities within the Trading Standards team.

To lead on project delivery within the Trading Standards team

To be responsible for the delivery of the full range of Trading Standards duties within the Trading Standards team, taking the lead on complex matters and providing guidance / interpretation on legislation and its implementation.

To support, motivate and act as a positive role model for team members.

Control of Resources

Personnel:	Responsible for the day to day direction, leadership, motivation and performance management of all staff allocated within the Trading Standards team. To assist and support them in their learning and development to meet the aims and objectives of the service and the Council.
Financial:	In accordance with the Council's financial regulations, to support the Specialist Officers in the effective use of cost centres and the monitoring of income and expenditure in respect of activities and service delivery within the designated team.
Equipment/Materials:	Responsible for the safe, efficient and effective use, security and maintenance of equipment and materials used by the postholder and the proper maintenance of record systems.
Health/Safety/Welfare:	Responsible for the health, safety and welfare of self and others in accordance with Service and Council Policy Statements.
Equality and Diversity:	To work in accordance with the authority's policy relating to the promotion of Equality and Diversity.
Training and Development:	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)

Internal:

- Director of Neighbourhoods, Assistant Director Place, Head of Public Protection, Operational Managers and all other staff within the team, Section, Service and Service Group
- Senior Managers, Officers and staff within other Service Groups
- Elected Members
- Trade Union Representatives

External:

- Members of the public, representatives of local / community groups, voluntary organisations and the business community
- Officers of other Local Authorities, Joint Units, Government Departments and other public agencies (eg Greater Manchester Police).
- 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 BC's Equality and Diversity Policy.
3. Ensure that Rochdale BC'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 provide managerial support to the Head of Public Protection and deputise, as appropriate for the Head of Public Protection, as required.
2. To be an active member of the Public Protection Management Team and to deal with Trading Standards service matters as appropriate.
3. To be responsible for the day to day management of operational activities and workloads of the Trading Standards team, to ensure, as far as reasonably practical, service continuity.
4. To lead on and positively promote partnership working arrangements with other council services, other local authorities or external agencies as required within the designated team.
5. To support the Head of Public Protection in ensuring that the Trading Standards work undertaken by the team is intelligence-led, based on trend analysis and is responsive to local concerns.

6. To support on complex field duties, including (where appropriate) personally undertaking non-routine investigations, resolution of requests for service and inspections within the work area of the Trading Standards team.
7. To offer technical advice and support to the Head of Public Protection on aspects of work carried out by the team.
8. To act as the Council's appointed Chief Inspector of Weights and Measures.
9. To undertake inspections and other work relating to high-risk food premises, as required.
10. In relation to Trading Standards work areas, to be responsible for the co-ordination of any bids to external funders or other government agencies, and for the management of any subsequent funding provided.
11. To be responsible for the allocation of workloads to the Specialist Officers within the Trading Standards Team.
12. To support the Specialist Officers fulfilling their role providing operational, technical and specialist advice to team members on the range of work areas within the Trading Standards team, and where necessary to advise on the interpretation of legislation
13. To support the Head of Public Protection in determining the feasibility of alternative delivery and most cost effective method of service delivery.
14. To lead on the procurement of any commissioned service delivery within the Trading Standards team.
15. To maintain and provide statistical information as required and to interpret trends for operational purposes.
16. To ensure all correspondence and enquiries are dealt with in accordance with the agreed arrangements for timely responses.
17. To assist the Head of Public Protection in setting the strategic direction of service delivery.
18. To assist the Head of Public Protection in monitoring performance of the Trading Standards team.
19. To lead on in dealing with all operational issues within the Trading Standards team. ie workloads, competency, performance management, training and development, absence management, sickness absence records, annual leave records, time recording records etc
20. To assist the Head of Public Protection in the effective management of the Trading Standards / Public Protection budget, ensuring that all income and expenditure is properly dissected and apportioned to the appropriate cost codes.
21. To ensure that all Trading Standards team records (manual and computerised) needed to comply with service, service groups, council or government requirements are established and maintained.
22. To lead on the compilation of all statistical data and statutory returns for the Trading Standards team.
23. To ensure that all legal requirements relating to (i) investigations (eg disclosure of information, RIPA); (ii) freedom of information; and (iii) data protection are met.
24. To be responsible for monitoring and checking reports into investigations (criminal or otherwise) which may lead to the commencement of legal proceedings by the authority and to make recommendations to the Head of Public Protection as to the most appropriate means of disposal in line with the Council and Service Enforcement Policy.

25. To assist the Head of Public Protection in the development and implementation of service delivery improvements.
26. To assist the Head of Public Protection in developing, undertaking, analysing and responding to appropriate consultation with service users
27. To assist the Head of Public Protection in the development, implementation and monitoring of service plans, team plans and individual work programmes and training plans.
28. To assist the Head of Public Protection in the formulation and development of service and council policies within the work areas of the Trading Standards team.
29. To assist the Head of Public Protection in the efficient and effective use of ICT systems in connection with the work of Trading Standards Team.
30. To ensure that there is an appropriate ICT administrator for the back office systems used by the Service and if required, act as that administrator.
31. To monitor and check reports into investigations carried out by staff, which may lead to the initiation of legal proceedings by officers within the designated team; and to advise the Head of Public Protection as to their standard.
32. To ensure the development, implementation and maintenance of performance management / quality assurance systems are in place and reported to the Head of Public Protection.
33. To identify training and development needs of staff within the designated team to ensure all staff are properly trained and authorised to carry out their duties.
34. To assist in the recruitment, selection and induction of new employees.
35. To assist in the implementation of agreed council policies and procedures within the Trading Standards team.
36. To prepare and present reports for any council committees or external bodies as required.
37. To positively represent the Public Protection Section at Council meetings, working groups, public meetings, and advisory groups both internal and external to the Council as and when required.
38. To play a key role in the development and marketing of all aspects of the Public Protection Section.
39. To act as a positive role model and assist in the motivation of all staff within the Public Protection Section.

Secondary Duties:

1. To deal with those who have a complaint about services (both internal and external customers) and report findings and recommendations to the Head of Public Protection.
2. To participate in the council's Emergency Planning arrangements.
3. To participate in in-service training, both as a trainer and a trainee as required, to ensure that staff of the Service are adequately trained.
4. 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
prepared by :

N Rogers

Date : March 2020

Agreed by Postholder :

Date :

Supervisor :

Date :

Service Director :

Date :

**Rochdale Borough Council
Person Specification**

Service :	Public Health and Wellbeing	Post:	Trading Standards Operational Manager
Section :	Public Protection	Post Number :	PHPP00000012
Job Ref:	RO37189	Grade:	9

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.

Criteria	Essential (E) or Desirable (D)	How Identified: AF Application Form I Interview A Assessment
(a) Special Working Conditions		
1 Are you able and willing to work outside normal office hours, including attendance at evening Committees or other (public) meetings?	E	AF / I
2 Please confirm you are able to undertake a certain amount of travelling in the course of the duties.	E	AF / I
3 Are you able to travel independently throughout the borough?	E	AF / I
(b) Qualifications and Experience		
1 Do you hold a recognised professional qualification in Trading Standards; DTS or DCATS or equivalent which must include metrology?	E	AF / I
2 Please detail your significant experience of working in a regulatory environment.	E	AF / I
3 Please detail your experience of managing an operational team of professional officers.	E	AF / I
4 Please detail your experience of management or leadership training / qualification or evidence of working towards such.	D	AF / I
(c) Skills and Knowledge		
1 Please detail your thorough knowledge of legislation and best practice relating to all aspects of Trading Standards functions and duties.	E	AF / I
2 Please detail your ability to apply strong planning and analytical skills to the management of performance and intelligence and data.	E	AF / I
3 Please detail your ability to identify and deal with areas of poor performance with a view to service delivery improvement.	E	AF / I
4 Please detail your ability to communicate complex information effectively both in writing and verbally to a range of audiences.	E	AF / I
5 Please detail your ability to work closely with partners and to develop positive working relations.	E	AF / I
6 Please detail your ability to show sound judgement in the making and implementation of decisions.	E	AF / I

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