

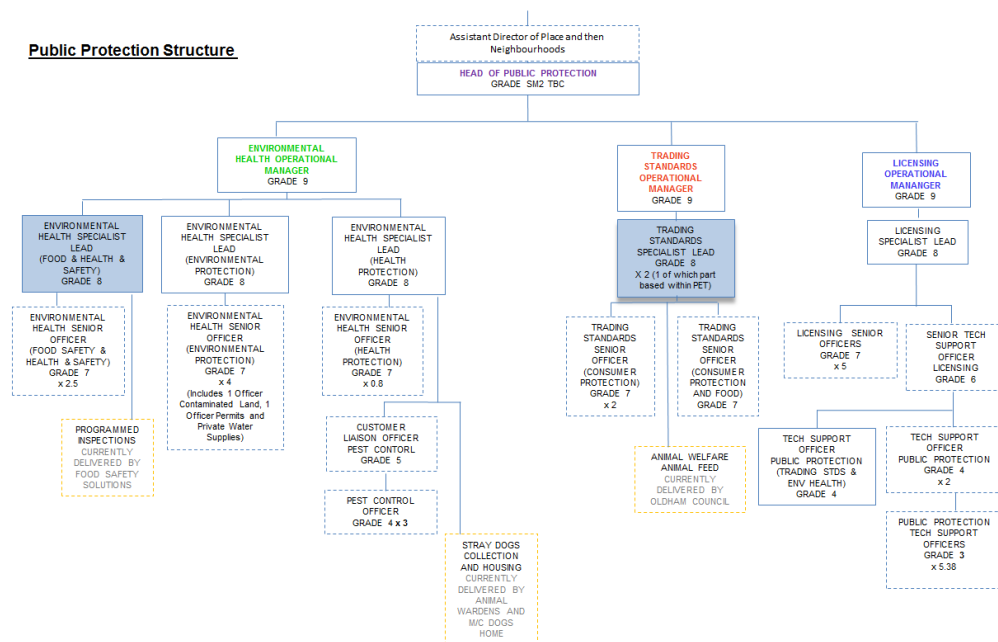
# **ROCHDALE BOROUGH COUNCIL**

## **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 Specialist Lead
<b>POST NUMBER</b>	:	
<b>Grade</b>	:	Grade 8
<b>Accountable to</b>	:	Trading Standards Operational Manager Head of Public Protection Assistant Director (Place) Director of Neighbourhoods
<b>Accountable for</b>	:	G7 and below and Any staff assigned to the team for a temporary period.
<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>	:	The postholder may be expected to attend occasional evening meetings which will be compensated for in accordance with local conditions of service. Other occasional out of hours work as required.  Casual Car User Allowance is payable  This post is not Politically restricted in accordance with the current regulations  In accordance with Section 7 of the Immigration Act 2016 this post requires the ability to converse at ease with members of the public and provide advice in accurate spoken English.

**The Authority operates a Smoke Free Smoking Policy for all its employees and applies to any building and associated grounds in the immediate vicinity of the building which is wholly owned, leased or operated and occupied by RBC.**

## ORGANISATIONAL CHART



## PURPOSE AND OBJECTIVES OF THE JOB

To undertake a lead officer role in the area of Trading Standards (ie Age Restricted Products, Doorstep Crime, Product Safety, Metrology, Informal Economy, Unfair Commercial Practices, Food Standards, Animal Feed, Animal Health and Animal Welfare, within the Trading Standards team.

To take the lead on complex matters / investigations and provide staff with guidance / interpretation of legislation.

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

To assist the Trading Standards Operational Manager in the day to day supervision of workloads and activities within the Trading Standards team.

## Control of Resources

**Personnel** : Responsible for the day to day supervision and motivation 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** : Responsible for working in accordance with the financial regulations and procedures of the Authority.

**Equipment/Materials** : Responsible for the safe, efficient and effective use of equipment and materials used by the postholder and the proper maintenance of record systems.

**Health/Safety/Welfare** : Responsibility for the safety and welfare of self and colleagues in accordance with the Health and Safety Policies of the Council.

**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, Specialists and all other staff within the Section, Service and Service Group
  - Senior managers, officers and staff within other Service Groups and partner agencies
  - 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.
  - 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.

### **Values and Behaviours**

Approach the job at all times using the values set out in the Rochdale Way:

- Valuing our people
- Focusing on customers
- Acting with integrity
- Using time and money wisely
- Working together
- Always learning and improving

Be aware of and apply the Rochdale Way behaviours at all times.

### **Principal Duties:**

1. To act as "lead officer" in the area of Trading Standards (ie Age Restricted Products, Doorstep Crime, Product Safety, Metrology, Informal Economy, Unfair Commercial Practices, Food Standards, Animal Feed, Animal Health and Animal Welfare etc.) within the Trading Standards team and within those fields of expertise to support junior staff through the provision of operational, technical and specialist advice, and to advise on the interpretation of legislation.

2. To take the lead on complex field duties relating to Trading Standards matters, including (where appropriate) personally undertaking non-routine investigations, resolution of requests for service and inspections within the work area of the Trading Standards Team.
3. 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.
4. To support the Trading Standards Operational Manager in the allocation of workloads to individual staff,
5. To assist the Trading Standards Operational Manager in the day to day supervision and co-ordination of workloads and activities within the Trading Standards team.
6. To assist the Trading Standards Operational Manager on projects and proactive activities, both within and across designated teams, services and council wide.
7. To participate in partnership working arrangements with other council services, other local authorities or external agencies as required within the Trading Standards team
8. To manage the postholder's own workload with minimal supervision from the Trading Standards Operational Manager.
9. To assist the Head of Public Protection and the Trading Standards Operational Manager in implementing the strategic direction of service delivery.
10. To assist the Trading Standards Operational Manager in the implementation of service and council policies within the work areas of the designated team.
11. To assist the Trading Standards Operational Manager in the implementation of service delivery improvements.
12. To assist the Trading Standards Operational Manager in the maintenance of performance management / quality assurance systems.
13. To assist the Trading Standards Operational Manager in the implementation and monitoring of service plans, team plans and individual work programmes and training plans.
14. To assist the Trading Standards Operational Manager in the effective management of the Trading Standards team budget by ensuring that all appropriate costs and fees are charged out and as far as possible income received into the correct cost centre codes.
15. To support the Trading Standards Operational Manager in dealing with personnel 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
16. To co-ordinate and take part in specialist survey, surveillance, research activities and project work as and when required.
17. To co-ordinate work as required in relation to Planning applications / Licensing consultations.
18. To maintain all pertinent records (manual and computerised) to comply with service, service groups, council or government requirements.
19. To fulfil the role and act as ICT administrator for the back office systems used by the Service, if required.

20. To support and assist officers within the Trading Standards team to write reports into investigations which may lead to legal proceedings and to oversee the quality and timeliness of those reports.
21. To undertake own and oversee the preparation and proper service of statutory notices and other legal documents in accordance with written authorisation and scheme of delegation.
22. To assist the Trading Standards Operational Manager 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.
23. To ensure the implementation of agreed council policies and procedures within the designated team.
24. To positively represent the Public Protection Section at council meetings, working groups, public meetings, advisory groups both internal and external to the council.
25. To act as a positive role model and assist in the motivation of all staff within the Public Protection Section.
26. To undertake inspections and other work relating to high-risk food premises, as required.
27. To act as "LILO" in the sharing of regional intelligence
28. To act as deputy to the Chief Inspector of Weights and Measures, as required

#### **Secondary Duties:**

1. To undertake 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 Trading Standards Operational Manager in dealing with those who have a complaint about services (both internal and external customers)
5. To prepare reports as required and make recommendations at the appropriate level for action.
6. To attend and represent or act as the Council's witness at public inquiries, courts of law, tribunals and at other outside meetings as required.
7. To deputise, as appropriate for the Trading Standards Operational Manager.
8. To participate in the Council's Emergency Planning arrangements.
9. To participate in a Duty Officer rota, if required.
10. To participate in in-service training, both as a trainer and a trainee as required, to ensure staff of the Service are adequately trained.
11. 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 : February 2019

Agreed by Postholder :

Date :

Supervisor :

Date :

Head of Service :

Date :

**Rochdale Borough Council  
Person Specification**

<b>Service :</b>	<b>Public Health and Wellbeing</b>	<b>Post:</b>	<b>Trading Standards Specialist Lead</b>
<b>Section :</b>	<b>Public Protection</b>	<b>Post Number :</b>	<b>PHPP00000017</b>
<b>Job Ref:</b>		<b>Grade:</b>	<b>Grade 8</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?	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>(b) Qualifications and Experience</b>		
4 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> or other relevant training qualifications and experience giving an equivalent level of skill, knowledge and expertise and meeting the required FSA competency under the Code of Practice which permits enforcement of Food legislation?	E	AF / I and check qualifications at interview
5 Please demonstrate how you are qualified to undertake inspections and other work relating to food premises	E	AF / I
6 Qualified to fulfil the role of deputy to the Chief Inspector of Weights and Measures, as required. Please give details.	E	AF / I
7 What broad post-qualification experience of working in a regulatory environment do you have?	E	AF / I
8 What experience of staff supervision in a positive and proactive manner do you have?	E	AF / I
<b>(c) Skills and Knowledge</b>		
9 What is your sound knowledge of legislation and best practice relating to the full range of Trading Standards duties?	E	AF / I
10 How do you interpret and apply legislation?	E	AF / I
11 How do you interpret complaint trends, analyse technical data and use the data to develop and deliver effective targeted interventions?	E	AF / I
12 How do you communicate complex information effectively both in writing and verbally to a range of audiences?	E	AF / I
13 How do you work closely with partners and to develop	E	AF / I

	positive working relations?		
14	How do you show sound judgement in the making and implementation of decisions?	E	AF / I
15	How do you effectively organise own workload, meet targets and deadlines and work under pressure?	E	AF / I
16	How do you negotiate effectively and persuade others to a particular view?	E	AF / I
17	How do you access, interrogate and maintain electronic information systems, databases and files?	E	AF / I
18	How do you work as part of a team, and with minimal supervision?	E	AF / I
19	Please demonstrate how you are resilient, self-motivated with a positive attitude and ability to progress matters to a conclusion?	E	AF / I
20	The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post	E	I
<b>(d) Behaviours and Values</b>			
21	<p>Approach the job at all times using the values set out in the Rochdale Way:</p> <ul style="list-style-type: none"> <li>• Valuing our people</li> <li>• Focusing on customers</li> <li>• Acting with integrity</li> <li>• Using time and money wisely</li> <li>• Working together</li> <li>• Always learning and improving</li> </ul> <p>Please confirm you are willing to adhere to these values and behaviours.</p>	E	AF/I
<b>Armed Forces</b>			
22	If applying as part of the Armed Forces Scheme please confirm your last long term employer was the Armed Forces.	D	AF/I
23	If applying as part of the Armed Forces Scheme please confirm you have been looking for a job for 6-24 months since you left the Armed Forces.	D	AF/I