

# Job Specification

**Job Title:**

**Regulatory Compliance Officer**

**Grade:** WY06

**Job Evaluation Code:**

**Reporting to:**  
**Trading Standards Team  
Leader**

**Manager's Grade:**  
**WY10**

**Location:** Morley

**Service Area:** Trading Standards

**Work style:** Office

## **Overall Purpose of the Post:**

To ensure a fair and safe trading environment for consumers and businesses

To support the West Yorkshire Trading Standards Intelligence Operating Model in its prevention, intelligence and enforcement activities

In accordance with West Yorkshire Trading Standards' performance and targets, to receive, record and action complaints and enquiries from members of the public and traders; to undertake inspections of trading premises and vehicles, monitor advertisements, make test purchases, procure samples, carry out investigations, give advice and guidance to traders on the statutory requirements relating to their businesses.

<b>Requirements for the post.</b>		
	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/ Training</b>	Core Skills in Consumer Affairs and Trading Standards (CSCATS)	Law degree or other relevant degree or proven ability to work at that standard.  Quality System Auditor Qualification
<b>Knowledge</b>	<p>Knowledge of the rules regulating criminal investigations</p> <p>Effective verbal and written communication skills</p> <p>Excellent influencing and negotiation skills with the ability to work well as part of a busy team.</p> <p>Ability to work effectively within multi-agency partnerships and negotiate with a wide range of people</p> <p>Excellent interpersonal skills, self motivated, target and outcome driven</p> <p>Ability to multi-task, work effectively under pressure and deliver projects from concept to completion stage.</p> <p>Ability to prepare and present concise and detailed written reports</p> <p>An understanding of the effectiveness of working with communities to increase consumer protection awareness</p> <p>Specialist knowledge or interest in a subject applicable to a particular area of enforcement</p> <p>Ability to research and generate the collection of materials to support specific projects</p> <p>Confident use of ICT</p>	
<b>Experience</b>	<p>Enforcing criminal law</p> <p>Experience of giving evidence in courts and tribunals</p>	<p>Experience of working with consumer organisations, CABx etc</p> <p>Experience of working in a multi-cultural environment</p>

	<p>Dealing with and resolving consumer complaints</p> <p>Providing legislative advice and guidance to businesses</p> <p>Ability to work flexibly in dealing with deadlines and work pressures.</p> <p>Experience of working both independently and in a team-oriented, collaborative environment</p> <p>Experience of working on community focused projects involving all sectors of the community</p> <p>Experience of working with the media, including the use of social media as a means to communicate messages to and raise profile with, a wider audience</p> <p>Ability to network and form effective working relationships with key external stakeholders</p> <p>Ability to maintain a calm yet focussed manner, even when faced with confrontational or difficult situations</p> <p>Willingness to work outside usual office hours, including occasional evenings and weekends</p>	
<b>Physical Skills</b>	Full driving licence and access to vehicle for work use	
<b>Competencies:</b>  <b>Focus on Customers</b>          <b>Performing Your Role</b>	<p>Excellent communication skills, with the ability to influence, negotiate and develop positive relationships with partners and customers</p> <p>Communicates clearly and appropriately with a varied audience on a variety of technical and non-technical matters through a range of media suitable to the needs of the user</p> <p>Develops partnerships that deliver increased customer engagement, is understanding and sensitive to the different requirements of all individuals, groups and cultures</p>	

<p><b>Personal Effectiveness</b></p>	<p>Takes personal responsibility for achieving objectives and actively seeks feedback on own/team's performance and approaches work enthusiastically</p> <p>Researches, gathers, records, organises and reports information in a context relevant to the service or task being undertaken</p> <p>Able to plan and structure work to ensure objectives are achieved within required timescales, anticipating contingencies and making best use of available resources.</p> <p>Presents information clearly, concisely and professionally and adapts information to suit varying needs of different people</p>	
<p><b>Successful Team and Partnership Working</b></p>	<p>Create positive working relationships with others, supporting own and teams targets and collaborative ways of working</p> <p>Contributes to and shapes team targets and understands and values their own role within the team</p> <p>Actively makes connections with other teams and partners to improve service provision</p>	
<p><b>Decisive Problem Solving</b></p>	<p>Takes personal responsibility for own decisions and actions</p> <p>Ability to analyse information accurately and make timely and well-judged decisions in order to achieve successful outcomes on projects</p> <p>Assimilates information and ideas from a wide variety of sources in order to make high quality decisions</p> <p>Uses theoretical and practical knowledge in order to identify and apply appropriate and reasoned solutions to problems being addressed</p>	
<p><b>Continuous Improvement</b></p>	<p>Able to review and monitor own and project's performance against targets and agreed outcomes.</p>	

<b>Regulatory Skills</b>	Displays a positive attitude to change, listens to new ideas and is willing to try new things  Job specific skills for regulators identified in accordance with RDNA Regulatory Skills module (or its equivalent)	
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## Key Outcomes/ Activities

The duties and responsibilities highlighted in this Job Specification are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Respond to complaints and enquiries received by the Service, providing customers with legally sound and technically accurate but practical information, advice and guidance, ensuring that matters raised in complaints and enquiries are investigated and appropriate action taken

Provide West Yorkshire businesses with legally sound and technically accurate but practical information, advice and guidance to ensure that the goods and services they supply meet statutory requirements

Ensure that consumers, businesses and other enquirers are regularly and promptly updated on matters they have raised

Carry out programmed risk based and project based inspections/visits to a wide variety of trade premises, including manufacturing, wholesale and retail premises with a view to ensuring compliance with trading standards legislation

Procure samples and make test purchases in accordance with statutory requirements. Submit samples/test purchases to the appropriate analyst/test house

Examine advertisements, contracts and other types of documents in paper and electronic format to ensure that goods and services comply with statutory requirements

Undertake age-related enforcement inspections/visits and supervise children engaged in the test purchase of age controlled products

Use and maintain simple testing equipment

Detect and investigate infringements of consumer protection legislation and prepare reports for consideration for prosecution and/or further investigations, including, where relevant, issuing statutory/advisory notices, seizures of goods, equipment and documents as evidence; preparing and serving warrants, defendant and other interviews, preparing statements and reports

Be responsible for the safe custody of evidence, exhibits and Court documents and to attend and give evidence at Court with regard to legislation enforced by the Service

Participate in the ongoing development, implementation and monitoring of service and action plans

Develop and participate in awareness raising campaigns and programmes, working with partner agencies to reduce and prevent crime

Prepare press releases, articles for trade publications, members bulletins etc in relation to the work of the service

Develop and implement initiatives to support the Trading Standards Control Strategy priorities

Undertake all enforcement activity in accordance with Police and Criminal Evidence Act, Criminal Procedures and Investigation Act, Regulation of Investigative Powers Act and service procedures

Writing reports, statements, letters, articles and consultation documents, and keeping accurate records

Maintain proper records of all work carried out

Participate in the WYJS appraisal scheme to identify current and future learning and development needs. Maintain a record of professional development and participate in the Trading Standards Practitioner process

Attend internal/external training courses and undertake development activities as and when required, keeping up to date with new legislation, new cases and guidance procedures

Support the development activities of colleagues and those undertaking work experience

Contribute to the maintenance of good employee relations within Joint Services

Carry out duties at all times in compliance with the Service's policies and procedures, including employment, equality and diversity, data protection and freedom of information legislation requirements, as detailed in the Employee Handbook

Ensure the health and safety of all staff and resources within the postholder's area of responsibility ie delegated responsibility in relation to the nature of the postholder's duties and personal responsibilities as per Sections 7 and 8 of the Health and Safety at Work Act 1974. These include utilising protective equipment and clothing as provided by the employer

Any other duties commensurate with the post

## **Responsibility for Resources**

### **Employees (Supervision):**

Direct: Nil

Indirect: Assistants, other Trading Standards professionals, trainees, work placements and volunteers

**Financial:** Nil

**Physical:**

### **Customers and Clients:**

West Yorkshire residents and vulnerable communities, businesses, partner agencies, funding bodies, schools and colleges and other key stakeholders

**Internal Contacts:**

Members of the Joint Services Committee, Strategic Leadership Team, service managers, team leaders and other employees

**External Contacts:**

Local authority and partner colleagues – community safety, public health, housing, environmental health, West Yorkshire Police, West Yorkshire Fire & Rescue Service, Voluntary and Community Sector Organisations, volunteers, business and local media, Elected Members and MPs

**Working Conditions:****Characteristics of the post:**

Employees are encouraged to participate in training activities in order to enhance their own personal development.

The post holder will need to:

**The employment checks required are:**

- Evidence of entitlement to work in the UK
- Evidence of essential qualifications – see page 1 of this job specification
- Two satisfactory references
- Confirmation of medical fitness for employment
- Registration with appropriate bodies (where applicable)

**Date completed:** August 2015