



## J O B   D E S C R I P T I O N

POST REF NO:

JDES:

### POST

TRADING STANDARDS OFFICER (LEVEL 5)

### DEPARTMENT

JOINT SERVICES

### GRADE

SALARY SCALE: WY09

### LOCATION

MORLEY

### REPORTING TO

TEAM LEADER

### DIMENSIONS

#### FINANCIAL:

Expenditure for which post holder is JOINTLY responsible: NIL

Income for which post holder is JOINTLY responsible: NIL

#### STAFF:

DIRECTLY Responsible: NIL

INDIRECTLY Responsible: Assistants, Other Trading Standards Professionals, Trainee TSOs, Work Placements

### OVERALL JOB PURPOSE

In accordance with WYTSS performance and targets, to receive, record and action complaints and enquiries from members of the public and traders; to undertake both statutory and non-statutory inspections of trading premises and vehicles, test purchases, procurement of samples, and investigations; monitor advertisements; give advice and guidance to traders on the statutory requirements relating to their businesses. Participate in the WYTSS consumer education and business support programme and initiatives.

### CONTEXT

#### OPERATING ENVIRONMENT:

- WYJS provides Trading Standards, Analytical, Archaeological, Ecological and Archive Services to the population of West Yorkshire (2.2 million people) on behalf of the 5 Constituent Authorities.

#### FRAMEWORK & BOUNDARIES:

- The position of Trading Standards Officer (Level 5) is answerable to the Trading Standards Manager
- As Trading Standards Officer (Level 5) the post holder will be expected to carry out their duties in accordance with all organisational policies and procedures.
- As an employee of WYJS, the Trading Standards Officer (Level 5) will be subject to all terms & conditions of employment.

## PLANNING AND ORGANISING

- Postholder will manage their workload with consideration of the WYJS Service Delivery Plan
- The Postholder will handle both short and long-term action
- The Postholder will work with relevant managers of operational sections within WYJS to ensure a proactive approach to government initiatives, legislation and marketplace changes
- The Postholder will contribute to training programmes

## DECISION MAKING

The Postholder will be required to make operational decisions regarding breaches in consumer law and best practice. The Postholder will assist the appropriate Team Leader in achieving the Service's key results as contained in the Service Delivery Plan.

## KEY RESULT AREAS

1. Carry out programmed inspections and non-routine visits to appropriate manufacturing wholesale and retail premises in West Yorkshire to ensure that goods and services comply with current statutory requirements.
2. Examine advertisements, contracts and other types of document in paper and electronic formats to ensure that goods and services comply with statutory requirements.
3. Carry out roadside inspections of heavy goods vehicles, operate weighing stations, detect overloads and issue prohibition notices.
4. Use and maintain simple testing equipment.
5. Receive and process consumer complaints whether sent to the Service directly or referred by Consumer Direct. Provide complainants with legally sound and technically accurate but practical information, advice and assistance. Ensure that matters raised in complaints are investigated and appropriate action taken to resolve matters.
6. Provide West Yorkshire Businesses with legally sound and technically accurate but practical information, advice and assistance to ensure that the goods and services they supply meet statutory requirements.
7. Receive and process referrals from other Trading Standards Services / enforcement agencies. Investigate and ensure that appropriate action is taken to resolve matters.
8. Ensure that Consumers, Businesses and other enquirers are regularly and promptly updated on matters they have raised.
9. Procure samples and make test purchases in accordance with statutory requirements. Submit samples/test purchases to the appropriate analyst/test house.
10. Carry out statutory and non statutory metrological tests on weighing and measuring equipment, including working in the Service's Calibration and Testing Laboratories as required. Interpret and report on results in the required format.
11. Investigate infringements of statutory requirements, ensuring compliance with appropriate legislation, codes of practice and guidance. Where required ensure that statutory notices and advisory notices are properly issued. Duties under investigations may involve the seizure of goods, equipment and documents as evidence; require the application for and service of warrants; undertaking defendant interviews; preparing statements and reports; appearing in court as a witness.
12. Promote and implement quality assurance principles and undertake audits/reviews within the Service and other external organisations. Undertake lead auditor training when required.
13. Maintain proper records of all work carried out.
14. Conduct training courses and make presentations to internal and external audiences (including consumers, businesses and other enforcement professionals). These duties will include the provision of paid for training.
15. Participate in the WYJS Appraisal Scheme to identify current and future training and development needs. Maintain a record of professional development. Attend internal/external training courses and undertake development activities as and when required.

16. Work within all statutory and non statutory sections of West Yorkshire Trading Standards as required by the Trading Standards Career Development Program, to ensure the acquisition of relevant experience and skills required.
17. Support the development activities of other Officers within the Service and those persons undertaking work experience with the Service.
18. Contribute to the maintenance of good employee relations within Joint Services.
19. The postholders' duties must at all times be carried out in compliance with the Service's policies and procedures.
20. The postholders' duties must at all times be carried out in compliance with all employment, Equal Opportunities, Data Protection and Freedom of Information legislation requirements, as detailed in the Employee Handbook
21. Ensure the health and safety of all staff and resources within the postholder's area of responsibility, i.e. 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
22. To undertake such other duties and responsibilities of an equivalent nature

## PERSONAL CONTACTS

INTERNAL: Officers within West Yorkshire Joint Services

EXTERNAL: Businesses, members of the public. Local Authority Officers, Police, other Regulators, Solicitors

## MANAGEMENT STRUCTURE



## SPECIAL FEATURES OF POST

1. Car user.
2. The postholder will be required to work outside normal office hours as work commitments dictate.
3. The postholder may be required to occasionally work outside of West Yorkshire which will incur overnight stays.
4. The postholder will be required to take samples from farm buildings, silos, hoppers and processing plants.
5. Must be capable of lifting and carrying heavy objects and equipment up to 20kg in weight.
6. The postholder will be required to attend abattoirs to take a range of meat samples.

### JD PREPARED BY:

**WYJS HUMAN  
RESOURCES  
July 2012**

### POST:

**Evaluated:  
Moderated:  
JE Reference No:**

### AMENDMENTS:

**D Lodge 17/02/15  
HR 10/05/16 (new  
template)**

## PERSONAL SPECIFICATION *(Experience, Knowledge and Skills)*

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
<b>Relevant Experience</b>	<p>Enforcing criminal law</p> <p>Dealing with and resolving consumer complaints</p> <p>Providing legislative advice and guidance to Businesses</p> <p>Demonstrated competence in two Trading Standards work areas</p>	<p>Experience in giving evidence to courts, tribunals etc.; of working with consumer organisations, CABX etc</p>	<p>Application Form</p> <p>References</p> <p>Interview</p>
<b>Education/Training</b>	<p>Diploma in Trading Standards, or Diploma in Consumer Affairs and Trading Standards including Legal Metrology, Food Standards, Fair Trading Criminal, Product Safety and two additional modules plus either Quality Assurance qualification or Quality Assurance Paper plus a project or dissertation (minimum 4000 words).</p> <p>Trading Standards Practitioner</p> <p>Ability to set down facts and figures clearly</p>	<p>An ability to interpret quality assurance schemes and to make recommendations for improvements in relation to WYTSS matters</p>	<p>Application Form</p> <p>Certificates</p> <p>Interview</p>
<b>Specialist Knowledge/Skills</b>	<p>Knowledge of the rules regulating criminal investigations</p> <p>Fully computer literate</p>	<p>Special knowledge or interest in a subject applicable to a particular area of enforcement.</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>

	<p>Aptitude for dealing with people and a good communicator both written and spoken.</p> <p>Ability to prepare and present concise and detailed written reports</p>	<p>IT Skills – Microsoft Office; FLARE</p>	
<p><b>Any Additional Features</b></p>	<p>Full driving licence</p> <p>Ability to work alone or as a member of a team &amp; A flexible approach to work</p> <p>Willingness on occasion to work outside normal working hours as requirements dictate</p> <p>Must be capable of taking samples from a range of meat products, foods and associated products</p>		<p>Interview</p> <p>Production of current driving licence</p>