

## Trading Standards Family

A job family is a method of defining jobs. The emphasis is on focusing on a group of similar roles rather than individual jobs. A job family considers how many levels of that type of work there are and describes the key factors that differentiate one level from the next. It can be used to provide a clear structure for defining how individuals may progress and develop, as well as providing a tool to allow managers to put the right people in the right job.

This document describes the Trading Standards Job Family within Derbyshire County Council. Each level in this job family is differentiated by changes in accountabilities, technical knowledge and skills expected at each level. It can be used to identify and understand the work expected at each level and where individual roles fit against each level.

Each level describes expectations, if required, relating to: people management, equality and diversity, health and safety and risk management.

### **The family's key characteristics are:**

- Providing a service which ensures fair trading for consumers and businesses.
- Undertaking assessments and investigations into possible breaches of trading laws.
- Providing advice and education to consumers and businesses on trading practices.
- Taking legal action, where appropriate, to control rogue trading practices.
- Deploying a technical understanding of trading standards.

The levels of work are primarily dictated by the scale, breadth and complexity of the area or function being led or managed, together with the complexity of technical understanding / expertise.

The service is split into a number of specialised areas, with managers using discretion to decide on the most appropriate methods of gaining compliance with the law.

At lower levels staff members provide advisory, investigative and analytical services for each of the specialisms; while managers are provided with direction and support from the Head of Trading Standards, the Director of Community Services and other leaders within the organisation.

**Members of the family include:**

- Managers responsible for issues within their respective specialised areas and service-wide or corporate initiatives.
- Technical specialists within a particular area having differing levels of expertise.
- Enforcement staff engaged in delivering the work of their specialised area (other support staff are part of the Business & Public Services Job Family)

**Job Family: Trading Standards**

**Code: TRS13**

**Grade: 13**

**Level Purpose:**

To plan, organise and manage a designated team within Trading Standards to deliver service objectives. To assist the Head of Trading Standards by supporting the strategic development of the Trading Standards Service.

**Overall:**

Jobs at this level are managers, contributing to service plans / priorities and leading the delivery of Trading Standards Services within a specialised area. The role also involves leading the development of the whole service at a strategic / policy level.

Typically, the role requires working closely with internal and external stakeholders, often in complex environments or with conflicting demands. It requires strong collaboration, negotiation and influencing skills. The role is supervised by the Head of Trading Standards.

**People Management**

Lead, organise, develop and motivate employees within assigned function/service area specifically undertaking: management of performance, discipline and grievance, training and development requirements, absence management, recruitment and selection.

**Equality and Diversity**

Promote and role model a culture that supports the authority's Equality and Diversity policy to generate a positive environment.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Manage risk in relation to service delivery and contribute to the corporate risk management framework.

**Representative Accountabilities & Responsibilities:**

- Manage and motivate a team of staff maintaining a highly competent, creative and participative culture through visibly effective leadership
- Set priorities and manage the delivery of the service within a specialised area.
- Ensure the effective deployment of human and financial resources.
- Work with other managers to ensure the development of the trading standards service in line with corporate, regional and national priorities.
- Monitor team / service performance, progress and supervise investigations / enquiries and process reports in a timely manner. Taking decisions on legal action where appropriate.
- Institute legal proceedings and take action re suspension and forfeiture of goods on behalf of the County Council.
- Lead or contribute to corporate initiatives and programmes.
- Contribute to staff training; research, prepare and present lectures and talks to external organisations as required.
- Lead on promotion of the service and deal with media enquiries and interviews.

**Job Family: Trading Standards**

**Code: TRS13**

**Grade: 13**

**Typical Knowledge, Skills & Experience:**

- Substantial Trading Standards experience across a number of functions including investigations
- Professional qualification, Diploma in Trading Standards / Diploma in Consumer Affairs (or equivalent )
- Management qualification or experience
- Excellent analytical, presentational and ICT skills
- Excellent communication skills and an ability to adapt these to a wide range of audiences; court, media, business leaders, senior officers, elected members, consumer groups and staff
- Innovative approach and good problem solving skills
- Self-motivated and able to work under pressure to complete tasks in a timely manner, to a high standard
- Ability to plan and organise a range of projects / activities responding to changing conditions
- Ability to manage performance and motivate and develop staff
- Good knowledge of investigatory techniques and awareness of legal process requirements
- Knowledge of Health and Safety legislation and codes of practice affecting Trading Standards activities

**Job Family: Trading Standards**

**Code: TRS11**

**Grade: 11**

**Level Purpose:**

To take a leading role within a team in securing compliance with Trading Standards legislation through a variety of approaches, including; advice and education, inspecting premises, examining trading practices, investigating potential criminal offences, conducting sampling activities and reporting breaches of legislation for subsequent legal action.

**Overall:**

Jobs at this level require a detailed understanding of Trading Standards legislation and its practical application which has been gained through professional qualification and significant experience.

Improving compliance with trading standards legislation requires effective application of specialist knowledge. Interaction with stakeholders is aimed at understanding, supporting and / or influencing them. With access to legal processes in appropriate cases. Professional reasoning is required and social skills are important. There is a need to plan and co-ordinate work with colleagues and supervise / guide less experienced staff.

These roles, placed within a specialised team, are subject to supervision by the Trading Standards Manager. These are front line officers who will work autonomously when deciding on the appropriate course of action for a particular enquiry: whether to advise, warn or formally investigate.

**People Management**

Supervise, organise, advise and motivate colleagues, providing support with their training and development

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.



**Representative Accountabilities & Responsibilities:**

- Personally conduct, and where appropriate supervise, the more complex inspections, investigations, complaints and enquiries, including financial investigations into individuals and companies
- Undertake educational and promotional initiatives to consumers and businesses when required
- Research, prepare and present lectures to trade organisations, consumers, staff and other groups as may be required
- Prepare reports, correspondence and statements; attend court to represent the Council and give evidence
- Ensure proper records are maintained of all work undertaken by job holders and subordinate staff, and the effective use of resources Maintain a comprehensive level of knowledge of the legal and technical aspects of Trading Standards, including criminal and civil law
- Contribute to work planning; plan and lead project work as required by service plans, ensuring that resources are effectively deployed.
- Liaise with government departments or other organisations, with a stake in Trading Standards issues. Represent the Division and Authority at meetings as directed.
- Act as the named point of contact for Primary Authority partnerships. Play a key role in income generating activities for the service through the provision of accurate and reliable advice which allows the client business to take key decisions on its commercial activity
- Lead improvement groups / initiatives within the Division, as appropriate; provide supervision, training and guidance to less experienced staff
- Take ownership of divisional policies, procedures and work instructions; reviewing, updating and communicating to colleagues when necessary



**Typical Knowledge, Skills & Experience:**

- Professional qualification, Diploma in Trading Standards / Diploma in Consumer Affairs (or equivalent )
- Significant experience across a range of trading standards legislation and functions.
- Ability to develop specialist knowledge in relevant disciplines as directed by the needs of the service and the ability to communicate that knowledge
- Supervisory skill and experience when leading projects
- Advanced investigative skills to be able to conduct and lead complex investigations
- Ability to cope with and diffuse confrontational situations, complaints, etc.; negotiating skill and confidence in dealing with the public and businesses
- Ability to plan and organise own work, working under pressure to complete tasks in a timely manner and to a high standard
- Good communication / influencing skills and an ability to adapt these to a wide range of audiences.
- Knowledge of Health and Safety requirements applicable to the work
- Excellent ICT skills

**Job Family: Trading Standards**

**Code: TRS09**

**Grade: 9**

**Level Purpose:**

To operate as part of a team engaged in tackling unfair and unsafe trading practices through a variety of approaches, including advice and education, inspecting premises, examining trading practices, investigating potential criminal offences, conducting sampling activities and reporting breaches of legislation for subsequent legal action.

**Overall:**

Jobs at this level require a thorough understanding of trading standards legislation and its practical application. Job holders at this level will typically have a professional qualification in trading standards but may not have experience which reflects the breadth of the service's responsibilities.

Work typically involves planning and co-ordination with colleagues on a day to day basis to comply with the legal procedures and timescales. Interaction with others in the organisation, businesses or the public, is primarily about giving and receiving information.

Most work is defined by a Trading Standards Manager, more experienced colleagues or by work procedures and routines. However, as front line officers, job holders require some autonomy when deciding on the appropriate course of action in a given case.

**People Management**

Allocate work and monitor the standard of team performance and ensure resolution of any issues.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.

**Job Family: Trading Standards**

**Code: TRS09**

**Grade: 9**

**Representative Accountabilities & Responsibilities:**

Within a defined area of trading standards legislation:

- Carry out enforcement, advice or education duties as may be allocated Maintain a satisfactory level of knowledge of the legal and technical aspects of Trading Standards, including criminal and civil law.
- Undertake educational and promotional initiatives with consumers and businesses Prepare reports, correspondence and statements; attend court to give evidence.
- Provide advice and guidance to businesses and consumers.
- Deliver training or guidance to colleagues on Trading Standards legislation and procedures. Carry out investigations / enquiries; use all appropriate means to reach a solution (Up to an assessed level of complexity appropriate to the grade).
- Ensure proper records are maintained of all work undertaken.
- Participate in corporate, regional or multi-agency initiatives and represent the service at a local level. Responsible for the care and proper use of equipment.
- Provide guidance to less experienced staff in areas of law where competence has been demonstrated.
- Contribute to the work planning process.
- Carry out specialist inspections, investigations and conduct project work.

**Job Family: Trading Standards**

**Code: TRS09**

**Grade: 9**

**Typical Knowledge, Skills & Experience:**

- Professional qualification, Diploma in Trading Standards / Diploma in Consumer Affairs (or equivalent). Previous practical experience of enforcement including investigations and advice
- Investigative skills
- Good working knowledge across a defined range of trading standards functions
- Ability to cope with and diffuse confrontational situations, complaints, etc.; negotiating skill
- Ability to plan and organise own work, self-motivated
- Good communication / influencing skills – confidence in dealing with the public and businesses
- Knowledge of Health and Safety requirements applicable to the work
- Good ICT skills

**Job Family: Trading Standards**

**Code: TRS07**

**Grade: 7**

**Level Purpose:**

To support local businesses and help consumers by tackling unfair and unsafe trading practices through enforcement, advice and education in a given area of trading standards legislation. Helping to ensure that businesses operating in Derbyshire comply with trading standards legislation intended to maintain a fair and safe trading environment.

**Overall:**

Jobs at this level are responsible for the provision of specialist services. Job holders are authoritative on procedures of some complexity and variety and have an understanding of relevant systems and processes and their importance to the overall work area. Knowledge is mainly acquired through experience and on the job training.

Work typically involves some planning and co-ordination with colleagues on a day to day basis to comply with the legal procedures and timescales. Interaction with others is primarily about giving and receiving information. New entrants to the service are supervised by a Trading Standards Manager and / or other, more experienced, colleagues to ensure they are not exposed to areas outside the limits of their developing competence.

Most of the work is outlined by the Trading Standards Manager, more experienced staff or by work procedures and routines. However, some autonomy and decision-making is required when deciding on the appropriate course of action in a given case.

**People Management**

Assist colleagues to maintain team performance and ensure resolution of any issues. Provide guidance to colleagues in areas where competence has been demonstrated.

**Equality and Diversity**

Actively support the authority's Equality and Diversity policy.

**Health and Safety**

Ensure own compliance with authority's Health & Safety policy/procedures and that of any resources you have responsibility for.

**Risk Management**

Identify opportunities and risks associated with the service and escalate/report to management.

**Job Family: Trading Standards**

**Code: TRS07**

**Grade: 7**

**Representative Accountabilities & Responsibilities:**

- Carry out enforcement, advice or education duties as may be allocated within a defined area of Trading Standards legislation
- Develop and maintain a satisfactory level of knowledge of the legal and technical aspects of Trading Standards, including criminal and civil law
- Prepare reports, correspondence and statements; attend court to give evidence
- Give accurate advice and guidance to businesses and consumers within a defined area of Trading Standards legislation
- Carry out investigations / enquiries falling within the remit of trading standards; use all appropriate means to reach a solution (Up to an assessed level of complexity appropriate to the grade)
- Provide support for service improvement initiatives and designated divisional functions
- Carry out specialist inspections and investigations in areas of law where competence has been demonstrated
- Participate in corporate, regional or multi-agency initiatives and represent the service at a local level.

**Job Family: Trading Standards**

**Code: TRS07**

**Grade: 7**

**Typical Knowledge, Skills & Experience:**

- Experience of working with the public and businesses
- Working to deadlines
- Developing knowledge of Trading Standards legislation and procedures in the areas of work undertaken
- Literacy and numeracy skills
- Ability to cope with and diffuse confrontational situations, complaints, etc.; negotiating skill
- Good communication / influencing skills – confidence in dealing with the public and businesses
- Knowledge of Health and Safety requirements applicable to the work
- Good ICT skills and accurate record keeping
- Commitment to personal development