



Job Description

Environment & Regeneration Department Neighbourhood Services Division

Post Title	Fair Trading Officer (Intelligence and Intervention)		
Post Number	BG00871	Grade	Scale 6
Base	Civic Centre	Hours of Work	37 Hours- Fixed Term 2 years
Car User Allowance	None	Disclosure	None
Contact	Mr Steve Osborne	Updated	Sept 2015

Principal Job Purpose

Responsible to: Team Manager (Trading Standards)

Responsible for: Providing intervention and advice to consumers and businesses within Blaenau Gwent in line with relevant Service Level Agreements (such as CACS). Providing assistance to consumers with more complex enquiries, including undertaking casework and county court assistance, where appropriate and gathering intelligence to facilitate criminal intervention by the Service.

Principal Accountabilities

1. To provide the Trading Standards Advice & Enquiry service, in accordance with relevant service level agreements and maintain appropriate records as required.
2. To work in partnership with the Citizen Advice Consumer Service (CACS), with a view to providing optimum service.
3. To manage a referral & notification system, operated in conjunction with CACS.
4. To undertake civil intervention casework in relation to more complex civil enquiries, identifying vulnerable consumers warranting greater assistance.

5. To be a lead officer for the purposes of Part 8 of the Enterprise Act 2002 and assist in intelligence gathering, grading and recording.
6. To help consumers take small claims actions in the county court, where practicable and appropriate.
7. To undertake visits and assistance to scam victims, acting upon intelligence from the National Scams Hub and other information available to the service.
8. To support the work of the service through intelligence sharing and reporting.
9. To work with all Enforcement staff on matters of common enquiry and operational matters.
10. To participate in marketing and promotional activities of the section.
11. To prepare reports on matters relevant to Consumer Advice and Intervention.
12. To assist with Consumer Education initiatives, when required.
13. To undertake training and cascade to colleagues and keep abreast of all legislative and other developments in the Trading Standards field.
14. To update the Trading Standards section of relevant changes and to make recommendations to management
15. To maintain stocks of advice leaflets and other media and to ensure disposal of superseded stocks.
16. To undertake duties outside standard office hours, when required.
17. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
18. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
19. To undertake any other duties that may be required from time to time, by Management.

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Educated to a minimum of NVQ 3 or equivalent/good standard of education and significant experience in a relevant field.	E	✓			
Holder of one or more parts of either the Diploma In Consumer Affairs, or the Diploma in Trading Standards.	D	✓			
IT literate	E	✓			
Other experience					
Experience of dealing with the public and business, at all levels, including interviewing skills(preferably within a legal context).	E	✓	✓		
Suitable experience within Trading Standards or an advice organisation.	D	✓	✓		
Experience of delivering presentations	D	✓			
Experience of partnership working	D	✓	✓		
Knowledge/Skills					
UK Framework in which Trading Standards operates	D	✓			
Civil and criminal consumer law	E	✓	✓		
Legal process and procedure	D	✓	✓		
Good communication and organisational skills	E	✓	✓		
Knowledge and use of FLARE database systems	D	✓			
Report Writing	D	✓			

2. Special Requirements

	Essential	Desirable
Willing to work unsocial hours as required.	✓	
Access to vehicle for work purposes	✓	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework.

In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group,	Probationary Period/

				simulation, etc (please specify)	Performance Coaching
Delivering the service	Plans ahead, organises work in advance				✓
	Involves line manager/colleagues in setting and meeting targets				✓
	Reorganises work when necessary				✓
	Sees tasks through to completion whenever possible				✓
	Seeks help if workload becomes unmanageable				✓
	Uses initiative to report issues that arise that impact on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Improvement & Change	Is prepared to try new things & feed back results				✓
	Understands that changes are needed if things are to be improved				✓
	Finds new and creative ways of doing things better				✓
	Actively seeks to develop own skills and knowledge				✓
	Learns from mistakes & welcomes constructive feedback				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Providing Excellent Customer Service	Recognises the importance of high standards of customer service		✓		✓
	Is committed to providing an excellent service to the all the citizens of Blaenau Gwent				✓
	Understands the links between own professionalism and the possible impact on the Authority's image				✓

	Has a professional attitude that sets an example to colleagues				✓
	Takes pride in own work and that of colleagues				✓
	Is respectful, courteous and helpful at all times		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Team Working	Reacts constructively to others' suggestions and requests				✓
	Recognises potential value of others' opinions and actively seeks their contributions				✓
	Asks for help when necessary				✓
	Actively seeks to help others				✓
	Is aware of the impact of own behaviour on others				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Adapts content and style to help others understand				✓
	Makes sure that people are regularly informed				✓
	Uses appropriate language, gestures and tone when talking with others		✓		✓
	Checks others have understood & seeks advice when necessary				✓
	Actively seeks to improve all forms of communication with others				✓

	Communicates professionally by using formal channels appropriate to the situation				✓
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