

**Job Description**

**Regeneration & Community Services Department
Public Protection**

Post Title	Senior Trading Standards Officer		
Post Number	BG00884	Grade	Scale 9
Base	Agile Worker	Hours of Work	37
Car User Allowance	Casual	Disclosure	None
Contact	Steve Osborne	Updated	Sept 2024

Principal Job Purpose

Responsible to: Team Manager- Trading Standards & Licensing

Responsible for: Enforcing the full range of Trading Standards functions with specialist roles in the Food Standards and Metrology disciplines and management responsibility for the inspection programme for Food Standards.

Principal Accountabilities

1. To manage and develop an enforcement programme for Food Standards & Feed Hygiene functions.
2. To act as lead officer for Food Standards and act as the section's link with the Food Standards Agency.
3. To support the Gwent delivery model for Feed Hygiene inspection and undertake work as necessary as part of this regional programme.
4. To be a member of the Greater Gwent Food and Feed Groups and to work in partnership with other agencies as appropriate.
5. To keep abreast of all legislative and other developments in the metrology, food & agriculture fields and update the section on changes and their impact, including making recommendations.

6. To assess the needs of the section with regard to maintaining its capabilities to deliver a food, feed and metrology enforcement service and to make appropriate recommendations to the Team Manager.
7. To manage the section's response to food hazard warnings, issued by the Food Standards Agency.
8. Identify the needs of Blaenau Gwent businesses and consumers and develop services to meet those needs.
9. To identify training needs in the metrology, food standards and feed disciplines and make recommendations to the Team Manager.
10. To manage monies assigned for food and agricultural samples.
11. To lead, support and assist in training staff.
12. To undertake statutory reporting commensurate with the specialisms of the role.
13. To acquire knowledge of the council's aims, objectives, policies, financial regulations and procedures, in particular those relating to Environmental Health & Trading Standards services
14. To ensure that premises subject to inspection are assessed and risked in accordance with relevant national models and undertake business inspections, sampling and surveys as assigned by senior officers (including virtual web-based businesses).
15. To ensure services are delivered in accordance with relevant internal policies and procedures and also in accordance with legal requirements,
16. To maintain the section's food and feed sampling equipment.
17. To assess the viability of in house testing of samples and make recommendations for implementation.
18. To keep records of all activities, in accordance with the section's procedures, ensuring that relevant work is input to the section's databases.
19. To undertake risk assessments for appropriate food & feed tasks and carry out periodic reviews.
20. To have regard to matters of Health & Safety at work etc. as appropriate.
21. To investigate alleged offences, prepare reports for prosecution and/or injunctive action, and give evidence in court, if necessary.
22. To maintain good public relations and enhance the consumer education role of the section, by giving talks, presentations, preparing press releases, as required.
23. To provide advice to consumers and/or businesses where it is appropriate to the section and to act as a consumer advice/intervention Officer on a rota basis when necessary.

24. To support the Citizens Advice Consumer Service and observe the corresponding service level agreement.
25. To comply with the relevant sections of the Authority's policy statement on Health, Safety and Welfare at Work.
26. To adhere to the principles of the Corporate Equality Policy and ensure commitment to anti-discriminatory practice.
27. To carry out other duties from time to time, as directed by the Team Manager.

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Diploma In Trading Standards (or recognised equivalent)	E	✓			
Quality auditing qualification	E	✓			
Feed Hygiene Competency	D	✓			
Other experience					
Significant experience post DTS qualification (or equivalent) including Food Standards	E	✓	✓		
Food Standards Lead Officer experience	D	✓	✓		
Leading / managing a team	D	✓	✓		
Knowledge/Skills					
Excellent presentation and communication skills	E	✓	✓		
Ability to organise own workload to meet deadlines set by supervisors and managers	E	✓			
Experience of using Flare or similar IT recording database	D	✓	✓		
Good IT skills	D	✓			

2. Special Requirements

	Essential	Desirable
Be prepared to work outside normal office hours	✓	
A full driving licence and access to a 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.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Leading People	Sets the standard of leadership for the service				✓
	Provides clear direction and goals for the service				✓
	Takes direct responsibility and is accountable for actions				✓
	Ensures the principles of equality and diversity are embedded in				✓

	the service				
	Recognises and celebrates others' contributions & achievements				✓
	Challenges inappropriate behaviour				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating the Vision	Translates the vision into operational objectives				✓
	Develops long term objectives and strategies for own service area to achieve the vision				✓
	Proactively promotes the vision to others				✓
	Ensures others understand how their role contributes to achieving the vision				✓

Topic	Competencies	Assessment Method			
		App Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Facilitating High Performance and Results	Is committed to continually improving performance of self and others				✓
	Sets ambitious performance targets and priorities for self and others				✓
	Gives regular, constructive feedback on team/individual performance				✓
	Motivates others to achieve and improve performance				✓
	Recognises and celebrates success				✓
	Challenges poor performance appropriately				✓

	Seeks learning opportunities from results				✓
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Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Maximising Potential	Encourages and develops personal accountability in others				✓
	Encourages others to think for themselves				✓
	Promotes risk-taking and supports appropriately				✓
	Develops the skills, experience, and ambition of others at all levels to enhance flexibility of services				✓
	Promotes development in self and others				✓
	Supports and trains others in own areas of expertise				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Promotes a culture of open communication				✓
	Communicates effectively, using a variety of styles, with a broad range of people				✓
	Creates and develops networking opportunities to influence				✓
	Actively listens and respects others' points of view				✓
	Checks own and others' understanding				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving				✓

	performance				
	Understands problem solving is part of the improvement process				✓
	Has the confidence to make ambitious, difficult, or unpopular decisions				✓
	Is able to justify and explain decisions				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working together	Understands partnerships in the context of the "big picture"				✓
	Promotes and contributes to multi-agency partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓
	Identifies the expertise of others				✓
	Proactively shares knowledge and information				✓
	Seeks out the most appropriate people to contribute to partnership working, both inside and outside the service				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Promoting a Citizen Centred Culture	Recognises the importance of contributions from the community to setting and achieving continually improving services				✓
	Promotes and develops a continually improving citizen-focused culture within the service				✓
	Contributes to initiatives				✓

	enabling regular consultation and feedback from citizens on the quality and appropriateness of service delivery.				
	Engages with the community appropriately and respectfully				✓
	Is an ambassador for the organisation and the community it serves				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working With Councillors	Establishes and continually improves positive and appropriate interaction with all Councillors				✓
	Provides timely, constructive, high quality professional advice to assist the political decision making process				✓
	Abides positively with the protocols relevant to the political relationship				✓
	Is confident to refer enquiries to others when appropriate				✓

		Assessment Method			
Topic	Competencies	App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Pushing the Boundaries	Regularly and constructively challenges the status quo				✓
	Proactively thinks how potential change will affect the citizen				✓
	Taps into the innovative and creative potential of others				✓
	Considers different methods/approaches				✓
	Encourages others to suggest new ideas				✓
	Supports and develops others' ideas				✓
	Looks creatively inside and				✓

	outside the organisation for new ideas and actively shares good practice				
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