

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Deputy Team Manager, Business / Protection
Grade	PS11	Reports to (role title)	Trading Standards Manager
		Directorate	Environment and Infrastructure
JE Band	439-518	Service	Trading Standards
		Team	Business / Protection
		Date Role Profile was created	28th Feb 2016

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The role holder will directly manage a team of officers in one of the three Trading Standards teams. The role holder will deputise when appropriate for the Team Manager and be part of the service management team. The role holder will have a key role to play in building and sustaining relevant partnerships. eg with other agencies, businesses, local authorities (especially through TSSE) central government departments and County Council services to effectively deliver the aims of the Trading Standards Service.</p> <p>The role holder will take a lead on some Service wide issues to assist in managing the service, eg leading and developing a range of business focused partnerships and appropriate prevention initiatives and partnerships across the remit of the team. The role holder will require a high degree of specialist knowledge and expertise in Trading Standards matters. They will identify cost saving and appropriate funding opportunities and identify and develop approaches to help service innovation, flexibility and agility.</p>
<b>Work Context</b>	<p>The Trading Standards service:protects individuals, communities and businesses from harm and financial loss; helps businesses to thrive by maintaining a Fair Trading environment.; improves the health and wellbeing of people and communities; and fulfils the local authorities statutory responsibilities to deliver consumer and public protection services across both Buckinghamshire and Surrey. The work will mainly be office based but the role holder will be frequently required to attend meetings and events across both counties. The use of a vehicle is essential. The role requires dealing with sensitive and confidential information and documentaton. The role holder will occassionally be required to work outside the normal working day.</p>
<b>Line management responsibility</b> if applicable	<p>The role holder will manage a team of officers and also deputise for the responsibilities of the overall Team Manager</p>
<b>Budget responsibility</b> if applicable	<p>The role holder will have an indirect impact on the budget for their area. The will be responsible for budgets for areas such as specific projects.</p>

<p><b>Representative Accountabilities</b></p> <p>Typical accountabilities in roles at this level in this job family</p>	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"><li>• Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured.</li><li>• Lead major projects and reviews within a defined area of work to optimise and enhance service delivery.</li></ul> <p><b>Policy &amp; Compliance</b></p> <ul style="list-style-type: none"><li>• Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives.</li><li>• Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks.</li></ul> <p><b>People and partnerships</b></p> <ul style="list-style-type: none"><li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li><li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li><li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li></ul> <p><b>Resources</b></p> <ul style="list-style-type: none"><li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li><li>• Monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures.</li></ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"><li>• Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making.</li><li>• Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken.</li></ul> <p><b>Duties for all</b></p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"><li>• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.</li><li>• May be required legislatively to maintain a professional qualification or competency.</li><li>• Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li><li>• Excellent understanding of subject matter, principles and practices relevant to technical area.</li><li>• Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes.</li><li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial management</li><li>• Ability to collate, monitor and interpret a range of data.</li><li>• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.</li><li>• Comprehensive knowledge of computerised business systems</li><li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</li><li>• Excellent management skills with proven experience motivating, coaching, mentoring and</li></ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>To hold a Trading Standards qualification, eg Diploma in Consumer Affairs and Trading Standards, Diploma in Trading Standards or a Diploma in Consumer Affairs, or to have extensive knowledge and experience of trading standards.</p> <p>Experience of managing and coaching staff to enable them to deliver their best.</p> <p>Experience of investigating Trading Standards offences and providing advice to businesses on Trading Standards related matters.</p> <p>Satisfactory DBS clearance is required for the role.</p> <p>Use of a vehicle is an essential requirement.</p> <p>Have experience of de-escalating conflict and difficult situations.</p> <p>Be confident to engage in difficult and complex conversations with a variety of audiences, including to constructively manage the performance of staff.</p>
<b>Role Summary</b>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

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