

Role Profile

Part A - Grade & Structure Information

Job Family Code	8RT	Role Title	Illicit tobacco and under age sales officer
Grade	PS8	Reports to (role title)	Supervisor
		Directorate/School	Customers and Communities
JE Band	269-313	Service / Department	Trading Standards
		Date Role Profile was created	7.7.23

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.

Role Purpose including key outputs	<p>To devise and carry out intervention as part of a team with minimal supervision to assess if traders will sell age restricted products to persons below the permitted age. The products will include tobacco, vapes, nitrous oxide and knives Promote and recruit young persons under 18 years of age to act as test purchasers for the service and manage them to carry out test purchase interventions with partner organisations as appropriate.</p> <p>To devise and carry out interventions with minimal supervision as part of a team to assess if traders are supplying illegal products including tobacco and vapes.</p> <p>To gather evidence in an appropriate legal manner with regard to the above should non compliances occur.</p> <p>To produce reports in compliance with legal and service requirements so that the appropriate actions, including prosecution, can be considered by the service.</p> <p>To liaise with public health colleagues, the police and other relevant organisations when devising the interventions and subsequent sharing of the outcomes.</p> <p>To coordinate with appropriate partner organisations to support interventions and develop links to ensure development of effective approaches to deter sale of age restricted and illegal products.</p> <p>To share outcomes and intelligence with relevant partners, in particular Buckinghamshire Public Health colleagues, appropriately .</p> <p>To promote the work relating to the relevant products such as tobacco and vapes in appropriate scenarios including organising publicity roadshows.</p>
Work Context	The post holder must be independently mobile as this role involves work at a variety of urban and rural locations including public, private and commercial premises as well as our office in Aylesbury. There may be the need to work from different locations and in evenings and at weekends. The role will be focused on the issues in Buckinghamshire. The job requires an amount of handling, lifting and carrying of products, sensitive and confidential documents and some equipment. The use of a vehicle is essential. There will be a requirement to work both alone and with other team members. The post holder will at times be working with persons under the age of 18.
Line management responsibility if applicable	None. However the role is likely to include directing and supporting under 18 year old volunteers to carry out test purchasing.
Budget responsibility if applicable	None. However the role is likely to include directing and supporting under 18 year old volunteers to carry out test purchasing.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Undertake and coordinate projects, feasibility studies and reviews in a defined area of activity to support and enhance service delivery. • Provide a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity. • Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. • Respond effectively to changing demands, adjusting priorities as needed. <p>Policy and Compliance</p> <ul style="list-style-type: none"> • Ensure personal and where appropriate team compliance with established protocols, procedures and practices. • Audit and monitor compliance of 3 parties with organisational requirements. <p>People & partnerships</p> <ul style="list-style-type: none"> • May manage staff, or supervise the work of others, allocating and prioritising work and managing performance to secure efficient service delivery. • Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered. <p>Resources</p> <ul style="list-style-type: none"> • May be required to maintain specialist equipment, systems and software (or maintain knowledge of these in some roles) • May manage or assist with budget/resource management in accordance with the organisation's policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Collate, store, record and analyse relevant data producing high quality reports, controlling data quality and integrity and recommending actions as appropriate. <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & 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. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Educated to 'A' level, HND standard, or equivalent or able to evidence ability at an equivalent level. • May require a qualification relevant to the specific nature of the role. • Knowledge of relevant legislation, practices and policies applicable to specialist area. • For some roles a relevant degree may be required. • Excellent IT skills, including MS Office and database management systems. • Ability to undertake technical work relevant to the role. • Excellent written and oral communication skills with the ability to build sound relationships with customers. • Ability to apply specialist knowledge to respond to complex enquires from a range of stakeholders. • Previous experience processing, analysing and reporting data. • Previous practical experience in a relevant field. • Ability to manage a range of projects through to completion. • Effective interpersonal, influencing and negotiation skills. • Experience of leading a team (where appropriate).
<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<p>Evidence of successful investigatory record</p> <p>Current knowledge of appropriate investigation techniques and criminal evidential rules</p> <p>Ability to demonstrate appropriate investigation and report writing skills</p> <p>Ability to demonstrate successful work with appropriate partners</p> <p>Satisfactory DBS clearance is required for the role</p> <p>Use of a vehicle is an essential requirement</p> <p>Ability to de-escalate conflict and manage difficult situations</p>

Role Summary	Roles at this level may manage a straightforward operational activity or small team or provide specialist support services or they are at a graduate level of a professional discipline. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more technical or specialist disciplines. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is available. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.
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