

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	Trading Standards Supervisor
Grade	PS10	Reports to (role title)	Trading Standards Manager or Deputy TS Manager
		Directorate	Environment & Infrastructure
JE Band	371-438	Service	Trading Standards
		Team	Trading Standards
		Date Role Profile was created	2nd March 2018

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	To plan, lead, guide and review the work of a team of operational officers to help achieve the aims of Trading Standards, ie to create and sustain a fair and safe trading environment for consumers and businesses. To help their teams interpret, advise and enforce on the full range of Trading Standards legislation. To progress the most complex of enquiries without supervision. To handle a caseload of more complex investigations, projects and service demands To enable us to understand areas of consumer and business detriment identify and direct detailed research and analysis for projects. To have a broad understanding of the work of other teams and to work closely with other supervisors and managers to ensure a consistent approach. By adopting a coaching style, carry out all performance management for their team of officers, ensuring a fair allocation of work and recognising development and training needs. To maintain an excellent working knowledge of policies and legislation affecting the way Trading Standards operates to enable the post holder to make appropriate, and legal, tactical decisions regarding the progress of investigations or work in the Service.
Work Context	The role is primarily office based, although the role holder will be required to work at a variety of different locations. There will be a need to effectively communicate with a variety of internal and external partners. The job requires an amount of handling, lifting and carrying of sensitive and confidential documents and some equipment. The use of a vehicle is essential. There will be a requirement to represent the Service at a local, county and regional level in respect to Trading Standards matters. The role holder will have a responsibility to co-ordinate issues arising from boroughs and districts and develop and maintain positive relationships in those areas.
Line management responsibility if applicable	Responsibility to line manage a team of operational officers
Budget responsibility if applicable	Non direct responsibility, but will make decisions concerning expenditure associated with investigations, testing and analysis and may have responsibility for project funding

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the council policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. 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.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others.

Details of the specific qualifications and/or experience if required for the role in line with the above description	To hold or be working towards a Trading Standards qualification, eg Diploma in Consumer Affairs and Trading Standards, Diploma in Trading Standards or a Diploma in Consumer Affairs. To have a high level of understanding of Trading Standards legislation and practice including relevant Trading Standards case law. A good understanding of Trading Standards database systems. To have a sound knowledge of Local Authority policies and procedures relating to performance management. To have some previous experience of staff supervision. Satisfactory DBS clearance is required for the role. Use of a vehicle is an essential requirement.
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.

Reference Number	BM-2018-251
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Select Code

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