

## **Regulatory Services Officer (Trading Standards)**

**Salary: Band:** 8, £36,363 - £39,151 p.a.

**37 hours per week**

### **What is the role?**

The purpose of this role is as a regulatory services officer assisting with statutory responsibilities and the delivery of regulatory actions across the entire range of service functions. The role includes the regulation of clean air, port health border controls and sampling, health and safety, food safety and standards, animal welfare, communicable diseases, statutory nuisance (including noise, odour and light), environmental permitting, rogue and fraudulent traders, fair trading.

The role is to take an operational lead in, for example:

- carrying out reactive, routine or proactive visits to ensure compliance with the legislatives and enforcement duties and responsibilities of the wider service.
- Investigating complaints in respect to statutory duties or regulations enforced by the wider service
- carrying out inspections, sampling and monitoring as required.
- ensuring that health and welfare of animals in maintained in accordance with governmental guidelines, issuing licenses and registrations as necessary.
- assessing pollution concentrations, noise levels and water quality through the deployment of devices / implementation of protocols.
- enforcing fair trading, combating illegal trading, monitoring product safety and addressing underage sales.

In addition, you will:

- participate in the investigation and prevention of outbreaks of infectious disease.
- assist with the provision of advice on planning and licensing applications.
- provide advice to / attend public enquiries, meetings and exhibitions.
- providing advice, guidance and assistance to persons, householders, businesses and organisations contacting the service ensuring regulatory compliance through education and advice.
- commit to the personal professional development and understanding / competencies in the above.

The post holder will be required to demonstrate the ability to assist and support senior officers in the triage of service enquiries, referrals and advising on service responses. Such responses are wide ranging but will include engaging with internal and external partners, members of the public and local businesses, victims and suspects of crime. When applicable, you will assist with obtaining evidence for a wide range of Trading Standards investigations and where necessary take enforcement action which could include giving evidence in court. In addition, you will respond directly to dissatisfied consumer and Freedom of Information requests.

### **Who is the person?**

The post holder should hold or be working towards one of the following:

1. A trading standards qualification delivered through the Trading Standards Qualifications Framework; **or**

2. Level 6 Trading Standards Apprenticeship; **or**
3. Relevant enforcement experience would be desirable.

Additionally, the post holder will have:

4. Good interpersonal skills to contribute positively to complex team discussions.
5. A professional business facing / caring propensity whilst seeking compliance.
6. Good investigatory skills including research, collating information and presenting information as well as an understanding of PACE, CPIA, RIPA, and other effective investigatory principles.
7. An understanding and knowledge of the judicial system including the use of the criminal and civil courts as part of the role.
8. An understanding of industry guidance around techniques of inspection and sampling.
9. An awareness of licensing and permitting regimes / programs, SFBB and similar food safety management systems and consumer protection environments.
10. An understanding of a range of enforcement sanctions and appropriate applications of law.
11. A high level of IT literacy is necessary in particular
12. High standards of communication skills both written as you will writing reports/responding to correspondence and verbal including presentation skill.
13. The ability to be use your initiative, be organised with an attention to detail whilst working to deadlines.
14. Experience of being able to negotiate and remain calm when dealing with a variety of situations, you will ensure that any information/situations is/are handled in a respectful manner without escalation.
15. A full driving licence as you will be visiting venues across the City and transporting equipment is desirable.
16. The ability to work flexibly as necessary, delivering out of hours services demand and participation in service rotas / shift work

### **Additional information:**

**How to apply:** When completing the application form, remember to demonstrate why you are suitable against each of the points described in the 'Who is the Person' points on the Job Profile using examples from your experience or transferable skills. This might be through qualifications or descriptive examples from your work / personal experience, which clearly illustrates what you did and the effect it had.

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.



You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.