



Job description

Details of the job

Post title:	Authorised Officer
Salary grade:	I
Hours:	37
Location:	Wootton Hall Park, Northampton, NN4 0GB
Reports to:	Team Leader (Trading Standards Officer) – Trading Standards
Service area:	Trading Standards

Overall purpose of the post

To ensure compliance with Trading Standards legislation and related standards through the delivery of outcomes which protect the community and secure business compliance.

Principal responsibilities

1. To respond to complaints/enquiries, undertake proactive surveys and project work and inspect businesses to determine compliance with relevant standards, legislation etc. and deal with infringements that are identified.
2. To investigate alleged offences in accordance with relevant legal requirements and report appropriate matters. To provide evidence in court in relation to such matters.
3. To contribute to community protection initiatives which help the public to protect themselves.
4. To work effectively with partner organisations to achieve relevant outcomes.
5. When necessary to supervise support staff that are allocated to him/her.
6. To ensure Service policies and procedures are met in relation to the matters above.
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

8. Ensure that reasonable care is taken at all times for the health, safety and welfare of you and other persons, and to comply with the policies and procedures relating to health and safety within the department.
9. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

PERSON SPECIFICATION

Post Title:	Authorised Officer
Grade	I
Service Area:	Trading Standards

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	<p>Five 'O' levels or GCSE's at grade C or above</p> <p>Ability to travel to different locations</p>	Clean driving licence
Experience and Knowledge	<p>Previous experience of criminal law enforcement and dealing with confrontational situations</p> <p>Ability to understand and interpret relevant legislation and standards</p> <p>Experience of working to criminal law processes and procedures</p> <p>Demonstrable record of working with others in a team</p> <p>Demonstrable experience of dealing with the public and business</p> <p>Computer literate</p>	<p>Knowledge of UK consumer laws</p> <p>Knowledge of aims, values, goals and targets of Service</p> <p>Trading Standards qualification</p> <p>Previous experience of advising on civil law, associated court procedures & negotiating settlements.</p>

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Ability and Skills	<p>Energy, resilience and ability to work under pressure and show initiative</p> <p>Positive attitude, particularly to change</p> <p>Ability to give advice and information to business and the public in relation to Trading Standards matters</p> <p>Ability to exercise sound judgement in seeking solutions to operational problems</p> <p>Ability to undertake and complete tasks</p> <p>Excellent written and verbal communication skills</p> <p>Confident and courteous manner when dealing with customers</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs</p>	