



*Environmental Services
Environmental Protection Division
Trading Standards & Licensing Group*

Trading Standards Professionals

Job Descriptions

To be read in conjunction with the Information Pack for Applicants

www.tradingstandards.gov.uk/oldham

Last Updated March 2006

Job Descriptions

JOB DESCRIPTION

OLDHAM METROPOLITAN BOROUGH

CAREER GRADE LEVEL: PROFESSIONAL OFFICER (ENTRY)			
POST TITLES: ASSISTANT TRADING STANDARDS OFFICER / ASSISTANT LICENSING OFFICER / ASSISTANT PROJECT OFFICER			
DEPARTMENT: ENVIRONMENTAL SERVICES		GROUP : TRADING STANDARDS & LICENSING	
CAR USER: Essential	GRADE: SCP 26 - 28	HOURS: 36 hours 40 minutes	
<p>PURPOSE OF POST:</p> <p>To be responsible for the duties commensurate with the professional competence of a professional officer within any of the specialised teams in the Trading Standards and Licensing Group as directed.</p>			
<p>KEY TASKS:</p> <ol style="list-style-type: none"> 1. To assist in the development and implementation of quality systems to ensure that the services delivered by the Group are quality driven, being responsive to customer needs, effective and efficient in operation and provided in accordance with the Council's Customer Care Policy. 2. To execute the duties of the professional post assigned in accordance with the law and as directed by policies and procedures of the Group. This includes maintaining integrity in the Criminal Justice System and respect for any individual's human rights. 3. To assist in the planning, preparation and execution of operational activities as set out in strategic and tactical assessments for the purpose of furthering the Group's objectives. 4. To assist in the gathering, dissemination and use of intelligence material in accordance with the law, classification restrictions and the policies and procedures of the Group. 5. To enforce all duties undertaken by the Group as directed and commensurate with the professional post assigned, including: - <ul style="list-style-type: none"> • The inspection of vehicles, premises and activities of commercial enterprises operating in the Borough, having regard to the qualifications and experience of the individual concerned, and codes of practice and other guidance including statute; • The provision of quality advice and assistance to consumers, residents and traders in the Borough, and to consumers with a contract concluded within the Borough; • The administration of trade permissions/licence applications; • The investigation of criminal or civil infringements; 			

- The assessment, verification, testing or analysis of equipment in use for trade;
- The conduct of surveys relating to the operational activities of the Group;
- The securing of evidence for criminal or civil proceedings;
- The attendance at police stations when suspects are in custody, or during operational activities to assist with the effective conduct of investigations;
- The maintenance of appropriate records relative to all work undertaken; and
- The preparation of infringement reports for criminal or civil proceedings;

6. To provide education to consumers and traders in civil or criminal matters related to the professional post assigned, including talks, lectures, attendance at trade meetings, etc.

7. To form part of Special Investigations Teams as required.

8. To undertake such continuous personal and professional development as is required to maintain the required competency level for the post (see below). This is to include maintaining membership of the relevant professional body and adherence to their professional competency standards.

9. To undertake or assist with such other duties as may be assigned from time to time including the performance of duties outside normal working hours.

STANDARD DUTIES

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.
2. To be familiar with customer care and health and safety policies of the Council/department.
3. To participate in self-improvement in performance through workplace development.
4. Undertake any additional duties commensurate with the grade of the post.

CONTACTS:

1. Officers of the Environmental Services Department and other Departments of the Council.
2. Representatives of various outside bodies and agencies, including law enforcement agencies.
3. Elected Members.
4. Members of the public.

RELATIONSHIP TO OTHER POSTS WITHIN THE DEPARTMENT:

Supervision given to: -

Technicians, Trainees, Students and other persons temporarily attached to the Group.

Supervision received from: -

Senior Officers, Principal Officers and Group Managers.

CONTROL OF RESOURCES (HUMAN, FINANCIAL, MATERIAL):		
See supervision of staff and key tasks.		
	DATE	INITIALS
PREPARED	July 2005	TA
REVIEWED	September 2005	KW
APPROVED	March 2006	TF

PROGRESSION CRITERIA

Incremental Progression within this band is dependant upon:

1. Foundation Certificate in Consumer Affairs & Trading Standards (TSI); or Foundation Package in Licensing Enforcement (IoL)¹; or A similar equivalent qualification or higher acceptable to the relevant professional body or the Group Manager (Trading Standards & Licensing).
2. Ensuring competency is maintained within Continuous Personal and Professional Development; and
3. A lack of negative indicators.

Progression to the next available band within the Professional Officer Grade is dependant upon:

1. Obtaining and pre-requisite qualifications for that band;
2. Demonstrating the required level of competency for that band;
3. A lack of negative indicators; and
4. There being an available position at that level.

¹ There is no consolidated foundation certificate for Licensing yet available, so the Foundation Package consists of the BIIAB Level 3 Advanced Certificate for Licensing Practitioners, the BIIAB level 2 National Certificate for Door Supervisors (Parts 1 & 2), the BIIAB Level 2 National Certificate for Personal Licensees; the BIIAB Level 2 National Certificate for Licensees (All Four Elements) and attendance at a suitable course for taxi & phv licensing.

JOB DESCRIPTION**OLDHAM METROPOLITAN BOROUGH**

CAREER GRADE LEVEL: PROFESSIONAL OFFICER (COMPETENT)			
POST TITLES: TRADING STANDARDS OFFICER / LICENSING OFFICER / PROJECT OFFICER			
DEPARTMENT: ENVIRONMENTAL SERVICES		GROUP : TRADING STANDARDS & LICENSING	
CAR USER: Essential	GRADE: SCP 29 - 34	HOURS: 36 hours 40 minutes	
PURPOSE OF POST: To be responsible for the duties commensurate with the professional competence of a professional officer within any of the specialised teams in the Trading Standards and Licensing Group as directed.			
KEY TASKS: <ol style="list-style-type: none"> 1. To contribute to the development and implementation of quality systems to ensure that the services delivered by the Group are quality driven, being responsive to customer needs, effective and efficient in operation and provided in accordance with the Council's Customer Care Policy. 2. To be responsible for the supervision and training of (i) other staff as appropriate, and (ii) students/trainees who may be assigned to the Group. 3. To execute the duties of the professional post assigned in accordance with the law and as directed by policies and procedures of the Group. This includes maintaining integrity in the Criminal Justice System and respect for any individual's human rights. 4. To contribute towards the planning, preparation and execution of operational activities as set out in strategic and tactical assessments for the purpose of furthering the Group's objectives. 5. To be responsible for the gathering, dissemination and use of intelligence material in accordance with the law, classification restrictions and the policies and procedures of the Group. 6. To enforce all duties undertaken by the Group as directed and commensurate with the professional post assigned, including: - <ul style="list-style-type: none"> • The inspection of vehicles, premises and activities of commercial enterprises operating in the Borough having regard to the qualifications and experience of the individual concerned, and codes of practice and other guidance including statute; • The provision of quality advice and assistance to consumers, residents and traders in the Borough and to consumers with a contract concluded within the Borough; • The administration of trade permissions/licence applications; • The investigation of criminal or civil infringements; 			

- The assessment, verification, testing or analysis of equipment in use for trade;
- The conduct of surveys relating to the operational activities of the Group;
- The securing of evidence for criminal or civil proceedings;
- The attendance at police stations when suspects are in custody, or during operational activities to assist with the effective conduct of investigations;
- The maintenance of appropriate records relative to all work undertaken; and
- The preparation of infringement reports for criminal or civil proceedings;

7. To provide education to consumers and traders in civil or criminal matters related to the professional post assigned, including talks, lectures, attendance at trade meetings, etc.

8. To form part of Special Investigations Teams as required.

9. To undertake such continuous personal and professional development as required to maintain the required competency level for the post (see below). This is to include maintaining membership of the relevant professional body and adherence to their professional competency standards.

10. To undertake or assist with such other duties as may be assigned from time to time including the performance of duties outside normal working hours.

STANDARD DUTIES

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.

2. To be familiar with customer care and health and safety policies of the Council/department.

3. To participate in self-improvement in performance through workplace development.

4. Undertake any additional duties commensurate with the grade of the post.

CONTACTS:

1. Officers of the Environmental Services Department and other Departments of the Council.

2. Representatives of various outside bodies and agencies, including law enforcement agencies.

3. Elected Members.

4. Members of the public.

RELATIONSHIP TO OTHER POSTS WITHIN THE DEPARTMENT:

Supervision given to: -

Assistant Officers, Technicians, Trainees, Students and other persons temporarily attached to the Group.

Supervision received from: -

Senior Officers, Principal Officers and Group Managers.

CONTROL OF RESOURCES (HUMAN, FINANCIAL, MATERIAL):		
See supervision of staff and key tasks.		
	DATE	INITIALS
PREPARED	July 2005	TA
REVIEWED	September 2005	KW
AGREED	March 2006	TF

PROGRESSION CRITERIA

Incremental Progression within this band is dependant upon:

1. Diploma in Consumer Affairs & Trading Standards (TSI); or Certificate of Higher Education in Licensing Law (IoL); or A similar equivalent qualification or higher acceptable to the relevant professional body or Group Manager (Trading Standards & Licensing).
2. Ensuring competency is maintained within Continuous Personal and Professional Development; and
3. A lack of negative indicators.

Progression from SCP 31 – 32 is dependent on the officer making satisfactory progress towards achieving higher qualification in the post.

Progression to the next available band within the Professional Officer Grade is dependant upon:

1. Obtaining and pre-requisite qualifications for that band;
2. Demonstrating the required level of competency for that band;
3. A lack of negative indicators; and
4. There being an available position at that level.

JOB DESCRIPTION**OLDHAM METROPOLITAN BOROUGH**

CAREER GRADE LEVEL: PROFESSIONAL OFFICER (SENIOR)			
POST TITLES: SENIOR TRADING STANDARDS OFFICER / SENIOR LICENSING OFFICER / SENIOR PROJECT OFFICER			
DEPARTMENT: ENVIRONMENTAL SERVICES		GROUP : TRADING STANDARDS & LICENSING	
CAR USER: Essential	GRADE: SCP 35 - 38	HOURS: 36 hours 40 minutes	
PURPOSE OF POST:			
To be responsible for the duties commensurate with the professional competence of a professional officer within any of the specialised teams in the Trading Standards and Licensing Group as directed.			
KEY TASKS:			
<ol style="list-style-type: none"> 1. To lead the development and implementation of quality systems to ensure that the services delivered by the Group are quality driven, being responsive to customer needs, effective and efficient in operation and provided in accordance with the Council's Customer Care Policy. 2. To be responsible for the supervision and training of (i) other staff as appropriate, and (ii) students/trainees who may be assigned to the Group. 3. To execute the duties of the professional post assigned in accordance with the law and as directed by policies and procedures of the Group. This includes maintaining integrity in the Criminal Justice System and respect for any individual's human rights. 4. To lead the planning, preparation and execution of operational activities as set out in strategic and tactical assessments for the purpose of furthering the Group's objectives. This includes taking a lead role locally on one of the Group's objectives. 5. To lead on the gathering, dissemination and use of intelligence material in accordance with the law, classification restrictions and the policies and procedures of the Group. 6. To enforce all duties undertaken by the Group as directed and commensurate with the professional post assigned, including: - <ul style="list-style-type: none"> • The inspection of vehicles, premises and activities of commercial enterprises operating in the Borough having regard to the qualifications and experience of the individual concerned, and codes of practice and other guidance including statute; • The provision of quality advice and assistance to consumers, residents and traders in the Borough and to consumers with a contract concluded within the Borough; • The administration of trade permissions/licence applications; • The investigation of criminal or civil infringements – this includes acting as 			

Senior Investigating Officer and ensuring compliance with the legal requirements of that role in criminal law;

- The assessment, verification, testing or analysis of equipment in use for trade;
- The conduct of surveys relating to the operational activities of the Group;
- The securing of evidence for criminal or civil proceedings;
- The attendance at police stations when suspects are in custody, or during operational activities to assist with the effective conduct of investigations;
- The maintenance of appropriate records relative to all work undertaken; and
- The preparation of infringement reports for criminal or civil proceedings;

7. To provide education to consumers and traders in civil or criminal matters related to the professional post assigned, including talks, lectures, attendance at trade meetings, etc.

8. To lead Special Investigations Teams as required.

9. To undertake such continuous personal and professional development as required to maintain the required competency level for the post (see below). This is to include maintaining membership of the relevant professional body and adherence to their professional competency standards.

10. To undertake or assist with such other duties as may be assigned from time to time including the performance of duties outside normal working hours.

STANDARD DUTIES

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.

2. To be familiar with customer care and health and safety policies of the Council/department.

3. To participate in self-improvement in performance through workplace development.

4. Undertake any additional duties commensurate with the grade of the post.

CONTACTS:

1. Officers of the Environmental Services Department and other Departments of the Council.

2. Representatives of various outside bodies and agencies, including law enforcement agencies.

3. Elected Members.

4. Members of the public.

RELATIONSHIP TO OTHER POSTS WITHIN THE DEPARTMENT:

Supervision given to: -

Officers, Technicians, Trainees, Students and other persons temporarily attached to the Group.

Supervision received from: - Principal Officers and Group Managers.		
CONTROL OF RESOURCES (HUMAN, FINANCIAL, MATERIAL): See supervision of staff and key tasks.		
	DATE	INITIALS
PREPARED	July 2005	TA
REVIEWED	September 2005	KW
APPROVED	March 2006	TF

PROGRESSION CRITERIA

Incremental Progression within this band is dependant upon:

1. Higher Diploma in Consumer Affairs & Trading Standards (TSI); or Senior Package in Licensing (IoL)²; or A similar equivalent qualification or higher acceptable to the relevant professional body or Group Manager (Trading Standards & Licensing).
2. Ensuring competency is maintained within Continuous Personal and Professional Development; and
3. A lack of negative indicators.

Progression to the next available band within the Professional Officer Grade is dependant upon:

1. Obtaining and pre-requisite qualifications for that band;
2. Demonstrating the required level of competency for that band;
3. A lack of negative indicators; and
4. There being an available position at that level.

² There is no consolidated senior package for licensing yet available, so the senior package consists of the Certificate of Higher Education in Licensing Law or equivalent plus completion of a Portfolio of Experience in Licensing Administration and Enforcement, a Dissertation/Project and Training in Committee/Panel Support.

JOB DESCRIPTION**OLDHAM METROPOLITAN BOROUGH**

CAREER GRADE LEVEL: PROFESSIONAL OFFICER (ADVANCED)			
POST TITLES:		SENIOR TRADING STANDARDS OFFICER / SENIOR LICENSING OFFICER / SENIOR PROJECT OFFICER	
DEPARTMENT:		GROUP :	
ENVIRONMENTAL SERVICES		TRADING STANDARDS & LICENSING	
CAR USER:	Essential	GRADE:	SCP 39 - 42
		HOURS:	36 hours 40 minutes
PURPOSE OF POST:			
To be responsible for the duties commensurate with the professional competence of a professional officer within any of the specialised teams in the Trading Standards and Licensing Group as directed.			
KEY TASKS:			
<ol style="list-style-type: none"> 1. To lead the development and implementation of quality systems to ensure that the services delivered by the Group are quality driven, being responsive to customer needs, effective and efficient in operation and provided in accordance with the Council's Customer Care Policy. 2. To be responsible for the supervision and training of (i) other staff as appropriate, and (ii) students/trainees who may be assigned to the Group. 3. To execute the duties of the professional post assigned in accordance with the law and as directed by policies and procedures of the Group. This includes maintaining integrity in the Criminal Justice System and respect for any individual's human rights. 4. To lead the planning, preparation and execution of operational activities as set out in strategic and tactical assessments for the purpose of furthering the Group's objectives. This includes taking a lead role locally on one of the Group's objectives. 5. To lead on the gathering, dissemination and use of intelligence material in accordance with the law, classification restrictions and the policies and procedures of the Group. 6. To enforce all duties undertaken by the Group as directed and commensurate with the professional post assigned, including: - <ul style="list-style-type: none"> • The inspection of vehicles, premises and activities of commercial enterprises operating in the Borough having regard to the qualifications and experience of the individual concerned, and codes of practice and other guidance including statute; • The provision of quality advice and assistance to consumers, residents and traders in the Borough and to consumers with a contract concluded within the Borough; • The administration of trade permissions/licence applications; • The investigation of criminal or civil infringements – this includes acting as 			

Senior Investigating Officer and ensuring compliance with the legal requirements of that role in criminal law;

- The assessment, verification, testing or analysis of equipment in use for trade;
- The conduct of surveys relating to the operational activities of the Group;
- The securing of evidence for criminal or civil proceedings;
- The attendance at police stations when suspects are in custody, or during operational activities to assist with the effective conduct of investigations;
- The maintenance of appropriate records relative to all work undertaken; and
- The preparation of infringement reports for criminal or civil proceedings;

7. To provide education to consumers and traders in civil or criminal matters related to the professional post assigned, including talks, lectures, attendance at trade meetings, etc.

8. To lead Special Investigations Teams as required.

9. To have developed advanced specialist knowledge in a field covered by the work of the Group, and to be engaged in local, regional and national leadership of policy development in that field of work. This could include chairing a regional focus group, being a national policy lead officer for a professional body or other similar level of contribution to the development of the two Services as a whole.

10. To undertake such continuous personal and professional development as required to maintain the required competency level for the post (see below). This is to include maintaining membership of the relevant professional body and adherence to their professional competency standards.

11. To undertake or assist with such other duties as may be assigned from time to time including the performance of duties outside normal working hours.

STANDARD DUTIES

1. To actively promote the equalities and diversity agenda in the workplace and in service delivery.

2. To be familiar with customer care and health and safety policies of the Council/department.

3. To participate in self-improvement in performance through workplace development.

4. Undertake any additional duties commensurate with the grade of the post.

CONTACTS:

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4. Members of the public.

RELATIONSHIP TO OTHER POSTS WITHIN THE DEPARTMENT:

Supervision given to: -

Officers, Technicians, Trainees, Students and other persons temporarily attached to the Group.

Supervision received from: -

Principal Officers and Group Managers.

CONTROL OF RESOURCES (HUMAN, FINANCIAL, MATERIAL):

See supervision of staff and key tasks.

	DATE	INITIALS
PREPARED	July 2005	TA
REVIEWED	September 2005	KW
APPROVED	March 2006	TF

PROGRESSION CRITERIA

1. Higher Diploma in Consumer Affairs & Trading Standards (TSI); or Senior Package in Licensing (IoL)³; or A similar equivalent qualification or higher acceptable to the relevant professional body or Group Manager (Trading Standards & Licensing).

Incremental Progression within this band is dependant upon:

1. Ensuring competency is maintained within Continuous Personal and Professional Development; and
2. A lack of negative indicators.

³ There is no consolidated senior package for licensing yet available, so the senior package consists of the Certificate of Higher Education in Licensing Law or equivalent plus completion of a Portfolio of Experience in Licensing Administration and Enforcement, a Dissertation/Project and Training in Committee/Panel Support.