# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# Job Title: Fair Trading Officer

# Department: Communities, Economy and Transport

# Grade: [Single Status 8](https://www.eastsussex.gov.uk/jobs/working-here/pay/east-sussex-single-status)

# Responsible to: Team Manager

# Responsible for:

# Purpose of the Role:

East Sussex Trading Standards aims to protect and support legitimate businesses and you will be vital in helping the team achieve that goal. The service supports all staff to undertake study and self-development to encourage essential knowledge, skills and competence and we will consider your development as vital to our future success.

You will be a valued member of the East Sussex Trading Standards team, which carries out a wide range of consumer protection activities, but in particular supporting business by providing business advice, protecting vulnerable people from being the victims of scams or doorstep crime and undertaking investigations and project work to ensure regulatory compliance and the protection of consumers.

# Key tasks:

1. Provide a high level of customer service to internal and/or external customers and stakeholders, within agreed departmental and corporate practices, procedures, and agreed timescales. Take responsibility for referring customer enquiries to other internal and external departments or services as necessary.
2. Provide timely and accurate information, including undertaking searches, investigating issues and providing advice on policies and procedures to customers.
3. Maintain knowledge of relevant legislation and professional area and provide advice on legal and regulatory issues, including interpretation of local policy.
4. Support the review of service provision and make recommendations for improvement local systems, implementing changes as directed by senior members of the team
5. Produce correspondence and reports from written documents and other sources, including research and analysis as appropriate. Issue other documents e.g. certificates, as required.
6. Undertake research and provide project support under the direction of a project lead or manager, preparing findings and reports.
7. Plan and organise your own and others workloads, having regard to the effective use of resources and safe working practices.
8. Assist with the monitoring and/or reconciliation of local budgets so budgets are used appropriately and effectively, maintaining records to account for spending and administer transactional financial processes in line with Council standards.
9. Ensure you follow all local policies and you comply with any legal duties of the service.
10. Maintain timely and accurate paper and electronic records including the use of specialist software or databases.
11. Support the marketing and promotion of services.
12. Support property management, including reporting property maintenance issues to property helpdesk.
13. Responsible for responding to complaints from customers and following local procedures for handling complaints.
14. Responsible for implementing regulations which have a direct impact on the health, safety and well-being of people.
15. Responsible for providing advice on an area of specialism within the department. Support the development of policies and the continuous improvement of the service with a focus on improving the customer experience and ensuring compliance with regulations.

# PERSON SPECIFICATION

# Essential education and qualifications

* QCF Level 4 qualification in a recognised Trading Standards field including attainment of the CTSI Trading Standards Practitioner Certificate or equivalent experience in a related field, (e.g. Police, HMRC, Immigration).
* QCF Level 2 Maths and English qualifications or ability to pass assessment at interview.

# Essential key skills, abilities, knowledge, experience, values and behaviours

* Developed ICT skills, including ability to accurately input and check computer data.
* Ability to manage own time effectively and organise own workload to meet deadlines and deal with conflicting demands.
* Able to use own initiative to solve problems.
* Ability to investigate issues and undertake activities to gather evidence and produce clear reports to enable effective decision making.
* Ability to collate and analyse data and undertake research, showing attention to detail and a high level of accuracy.
* Ability to communicate effectively with a range of customers, use negotiation skills and converse at ease with customer and provide advice in accurate spoken English.
* Ability to respond to complaints in a professional and courteous manner.
* Good knowledge of Microsoft Office (in particular Outlook, Word and Excel)
* Developed knowledge of the services provided by the directorate and good knowledge of the teams subject area
* Budget monitoring principles and processes
* Customer service experience
* Excellent interpersonal skills.
* Ability to work in a team.
* Strong customer service ethos
* Full driving licence or ability to meet the travel requirements of the role.

**Document version control:**

Date created/amended: November 2023

Name of person created/amended document: AC

Job Evaluation Reference: 12427

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role**  |
| --- | --- |
| Using display screen equipment  | Yes |
| Working with children/vulnerable adults | Yes |
| Moving & handling operations | Yes |
| Occupational Driving | Yes |
| Lone Working | Yes |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | Yes |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | Yes |
| Exposure to blood /body fluids | No |