

London Borough of Lambeth
JOB DESCRIPTION

Post:	Trading Standards Manager
Grade:	PO5
Department:	Neighbourhoods and Growth
Division:	Environment
Business Unit:	Community Safety
Responsible to:	Consumer Protection Manager
Responsible for:	Trading Standards Officers x 4 (PO1 – PO3)

Main purpose of post

To lead and manage the Trading Standards service in Lambeth effectively and consistently, supporting the Consumer Protection Manager through the effective co-ordination, planning and delivery of Trading Standards services to time and on budget and take day to day overall operational responsibility for the delivery of services which comply fully with all relevant legislation and associated timescales.

The post holder will be required to take direct and proactive line management responsibility for assigned members of staff and to liaise extensively with Community Safety Area Managers, Elected Members, community organisations, Business Improvement Districts and other Council partners to deliver effective Trading Standards services in line with the neighbourhood approach towards the delivery of Community Safety services.

Principal Accountabilities

1. To take operational line management of the Trading Standards service; ensuring that resources are used effectively to address priority issues and set, report against and achieve performance and quality standards targets and outcomes on an individual and service basis, taking swift, consistent and documented action where delivery falls below target.
2. To implement service strategies which align with legislative requirements, best practice guidance and organisational change as directed by the Consumer Protection Manager.
3. To assist the Consumer Protection Manager with the formulation and review of the relevant statutory policy and compliance protocols, and develop the appropriate monitoring procedures to ensure ongoing compliance.
4. To develop performance management systems as directed by the Consumer Protection Manager and establish and maintain protocols and working practices to deliver compliance and continuous service improvement.

5. To devise, plan and deliver a regular inspection and enforcement programme for the Trading Standards service across the team (including out of hours); and to plan and support wider activities and operations (including out of hours) as required.
6. To track and deliver against all income targets for Trading Standards, identifying and ensuring the actual position reflects anticipated income targets, and ensuring the delivery of mitigating action as appropriate; and to identify and deliver opportunities for maximising income into the Trading Standards service.
7. To identify and implement processes and practices to maximise efficiencies within the Trading Standards service.
8. To produce detailed 'outcome based' service performance reports and take the appropriate management action to ensure that performance targets are achieved.
9. To actively engage with colleagues including Community Safety neighbourhood teams, Police, other boroughs, residents, businesses and community groups; as directed by the Consumer Protection Manager to establish local priorities and performance targets.
10. To be appointed as the Chief Inspector of Weights and Measures and act as the Single Point of Contact with regard to requests/ release of communications data from third party organisations in line with the relevant legislation (e.g. the Data Retention and Investigatory Powers Act 2014).
11. To hold the appropriate qualification to allow the post holder to carry out the appropriate functions in respect of the Proceeds of Crime Act 2002.
12. To represent the Council's Community Safety service at Council Committees, regulatory groups, relevant pan London networks and strategic forums as directed by the Consumer Protection Manager.
13. To provide accurate, reliable technical and detailed advice and guidance on Trading Standards matters on behalf of the Authority to members of the Trading Standards team, the Consumer protection Manager, colleagues in the Council and the Police, Senior Managers, Elected Members, citizens, businesses and other stakeholders.
14. To undertake practitioner work, personally, where appropriate to resolve highly complex issues and to ensure that sensitive or contentious cases are correctly, sensitively and proactively managed.
15. To liaise extensively with legal professionals, statutory bodies and senior colleagues as directed by the Consumer Protection Manager to ensure full scale compliance with the relevant statutory legislation.
16. To implement and oversee the appropriate use of document and evidential control systems for all members of the Trading Standards team and the service, and develop the appropriate monitoring systems to ensure continued and ongoing compliance with all relevant Acts including the General Data Protection Regulations, and Police & Criminal Evidence Act.
17. To assist the Community Safety Business Development Manager with the implementation and review of the relevant income and debt management systems / protocols.
18. To influence and negotiate with colleagues across the council and the wider Safer Lambeth partnership to ensure that community safety issues/priorities are considered during the ongoing design and implementation of Council and partner initiatives.

19. To Identify key changes and developments in relevant legislation, National, regional or local policy and advise and put forward recommendations and detailed proposals on their impact for the service and the Council.
20. To assist the Consumer Protection Manager in converting commissioned programmes, visions and strategies into operational reality; via the development and review of service delivery plans.
21. To deputise for the Consumer Protection Manager as and when required, providing the necessary support, advice and guidance.
22. To work flexibly and collaboratively in undertaking the duties and responsibilities of the post as directed by the Consumer Protection Manager, the post holder should also be prepared to work outside of normal hours, including attending evening meetings, and occasional weekend and Bank Holiday working.
23. To take responsibility, relevant to the post, for ensuring that Council statutes and government legislation are upheld. This includes, amongst others; Management Compliance Charter, Environmental Policy, Data Protection Act, Race Equality Action Plan, Quality Assurance Plan, Health & Safety, Sustainable Construction and Recycling.
24. To carry out the duties of the post in accordance with the General Data Protection Regulations, the Computer Misuse Act, the Health and Safety at Work Act, and other relevant legislation, as well as all relevant and current (including as updated) Council policies, procedures, standing orders and financial regulations.
25. To take responsibility, appropriate to the post for tackling racism and promoting good race, ethnic and community relations.
26. The job holder's decision making authority is determined by Council policy and procedures.
27. The post holder may be required to meet the needs of the council during times of civil emergency.
28. The post holder is required to hold enhanced DBS clearance from the Disclosure and Barring Service.

PERSON SPECIFICATION
Trading Standards Manager PO5

<p>It is essential that in your written supporting statement you give evidence or examples of your proven experience in each of the short-listing criteria marked 'Application'.</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
Qualification	Q1	The Diploma in Consumer Affairs and Trading Standards (DCATS), a Consumer Protection degree or equivalent experience.	A✓
	Q2	A suitable qualification to act as Chief Inspector of Weights and Measures	A✓
Key Knowledge	K1	Knowledge and understanding of the Police and Criminal Evidence Act (PACE), the Regulation of Investigatory Powers Act (RIPA), Criminal Proceedings and Investigations Act (CPIA) and Human Rights Act (HRA).	A✓
	K2	In-depth specialist knowledge of legislation enforced by Trading Standards, evidential and court procedures and an understanding of Proceeds of Crime, Money Laundering and related legislation and membership of the Chartered Trading Standards Institute	
	K3	In-depth specialist knowledge of the principles and application of primary authority arrangements	
Relevant Experience	E1	Substantial proven experience in the management and delivery of a similar Trading Standards or regulatory role within a public sector organisation.	
	E2	At least one year's experience of leading on criminal investigations to a high professional standard. This will include good knowledge, investigative skills and experience in identification of offences, gathering and recording evidence, interviewing suspects and preparing prosecution reports.	A✓
	E3	Proven experience of leading on trading standards work across the relevant consumer protection areas including:	

		<ul style="list-style-type: none"> • Product Safety; • Fair Trading (Criminal); • Intellectual Property; • Metrology. 	
	E4	Experience of developing service plans and performance management systems for a similar front line or customer facing service	A✓
	E5	Demonstrable experience of building multi-agency partnerships and leading community engagement activity	
Key Behaviours	B1	Focuses on people <ul style="list-style-type: none"> • Lead the provision of a helpful, competent service, sensitive to the needs and aspirations of our diverse communities. • Consider the people who our work affects, internally and externally, when planning and delivering services. • Act with integrity and honesty when dealing with people. • Respect and help to achieve service goals and targets. • Be open, flexible and available; and be approachable and positive for own area of work and other services. 	
		Takes ownership <ul style="list-style-type: none"> • Take responsibility for driving and delivering excellent services in line with performance and finance targets, statutory deadlines and timescales. • Be proactive and take ownership of personal, team and service objectives, identifying problems and spotting and seizing opportunities, taking action as required in order to mitigate risk, and improve practice and performance, in order to drive excellence. • Be flexible, accessible and accountable to senior managers, Members, partners and the community. • Take responsibility for keeping up to date with legislative and policy updates, and best practice, applying these locally to ensure compliance and to drive improvement. • Be open and honest if things go wrong and keep line manager, colleagues and partners in the loop. • Proactively get involved in projects that are outside of immediate work area. • Positively engage in one to ones, 	A✓

		<p>appraisal processes and team and partnership meetings and activities, and seek opportunities to reflect and improve.</p>	
	B3	<p>Works collaboratively</p> <ul style="list-style-type: none"> • Build good relationships and work effectively with local partners to achieve positive outcomes. • Manage relationships and partnerships for the long term – sharing information, building trust, constructively and openly tackling conflict and finding win/win solutions. • Work with colleagues and partners to develop policies and approaches to support them. • Actively seek feedback on own performance and that of the wider team. • Share information, best practice and ideas with relevant colleagues, partners, networks and groups, translating these into service improvements to optimise positive results. 	
	B4	<p>Communicates effectively</p> <ul style="list-style-type: none"> • Give clear, accurate and timely guidance and advice on all aspects of Trading Standards to enable informed decision-making and management. • Ensure that all published information and documentation on Trading Standards is concise, accurate, complete, easy to understand, reflects current legislation and meets all relevant deadlines. • Ensure that self and team reflect the Council's overall objectives and aspirations in written communications and documentation and in interaction with partners and colleagues. • Motivate and engage staff, and celebrate success. 	A✓
		<p>Focuses on results</p> <ul style="list-style-type: none"> • Understand and deliver the priorities for the service, the Council and the borough, championing and supporting these to achieve positive results. • Take responsibility for the Trading Standards service and its staff, meeting all relevant deadlines, and ensuring adherence to legislative and organisational timescales. 	A✓

		<ul style="list-style-type: none"> • Take responsibility for meeting income targets through managing and monitoring programmed actions and activity. • Set expectations of standards. • Manage and subscribe to individual and service performance management, taking swift mitigating action where performance falls below target. 	
Special Requirements	S1	The post holder is required to work outside of normal hours, including attending and undertaking occasional evening meetings and activities, and occasional weekend working as required.	
	S2	The post holder is required to handle digital evidence and undertake complex internet investigations.	