**Manchester City Council**

**Role Profile**

**Neighbourhood Officer Level 1 (Trading Standards Technical Officer), Grade 7**

**Trading Standards Service, Neighbourhoods Directorate**

**Reports to: Principal Trading Standards Officer**

**Job Family: Compliance and Regulation**

**Key Role Descriptors**

The role holder will contribute to the delivery of a high quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and enforcement of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will provide support in continuous improvement in service delivery.

**Key Accountabilities**

Provide sound advice and guidance to stakeholders with regards to enforcing standards and regulating community activity, using a wide range of compliance and regulation knowledge to realise sustainable solutions.

Deliver Manchester City Council’s statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard.

Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

The role is based within the Community Safety, Compliance and Enforcement service which sits within the Neighbourhoods Directorate. The service brings together enforcement and compliance resource and expertise into one team alongside community safety and civil contingencies.

The Trading Standards team sits within the Compliance and Enforcement Service and carries out enforcement across the full breadth of Trading Standards work. This includes enforcement of trade marks, weights & measures, product safety legislation, underage sales, fair trading investigations and animal health as well as input into the premises licensing regime.

**The Purpose of the Role is:**

* Completion of investigations to determine whether offences have been committed. This can involve techniques including interviewing suspects under caution, carrying out seizures at businesses and domestic premises, interrogating and submitting to national intelligence databases, working with other Trading Standards services and a range of partners including GMP, HMRC, Border Force and Immigration.
* Interpretation of a broad range of legislation related to Trading Standards for the purposes of advice and enforcement.
* Providing advice and support to vulnerable customers who may have been the victim of fraud.
* Planning and carrying out product sampling on a reactive and planned basis.
* Developing effective partnership working relationships and overcome resourcing and procedural barriers to deliver effective multi-agency projects and operations.
* Working at large scale events enforcing trademark legislation and participating in National and Regional campaigns and projects.
* Providing training for internal colleagues and external partners and businesses.
* Identifying emerging threats relevant to the service and contributing to service planning.
* Taking responsibility for own continuing professional development and ensuring suitable records of competency are kept up to date.
* Taking part in a 24/7 standby rota for Animal Health referrals

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication Skills:** Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.
* **Analytical Skills:** Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.
* **Planning & Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
* **Problem Solving & Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
* **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework.
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.

**Technical Requirements (Role Specific)**

* Willing to complete 2 years condensed L6 Trading Standards Tobacco and vapes apprenticeship
* Have some knowledge of Trading Standards work and practical experience in an enforcement role.
* Have knowledge of the Corporate Enforcement Policy and the Regulators Code, enforcement procedures including preparation of prosecution case files, Police and Criminal Evidence Act (PACE) interview processes, Regulation of Investigatory Powers Act, Data Protection Act, General Data Protection Regulations and giving evidence in court.
* Willing to consent to and apply for a standard disclosure check.