

LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Trading Standards Enforcement Officer		
Directorate:	Place	Grade:	LBR 10
Department:	Civic Pride	Hours/weeks:	36 hours/52.14 weeks
Function:	Consumer Protection and Licensing	Post number:	S007216
Team:	Trading Standards and Licensing	Base/location:	Lynton House
Reports to:	Trading Standards Lead Officer		
Responsible for:	Occasional supervision of licensing officers Occasional supervision and direction of Police Officers and Police Cadet Officers		

Role and Context

Overall Role Purpose:	<p>To assist Senior Management in the delivery of Corporate/Departmental/Team/Individual priorities and objectives, ensuring/promoting the protection of consumer protection and public health.</p> <p>The post holder will be expected maintain and bring professional judgment and legal interpretation to their work, managing their workload, meeting targets, and taking appropriate enforcement decisions with minimal reference to senior officers.</p> <p>To undertake trading standards regulation and enforcement activities to discharge the Council's statutory functions and other enforcement to regulate and deliver a compliant and successful trading economy within the Borough of Redbridge.</p> <p>Through proactive and reactive work, achieve compliance with statutory requirements through education, investigation, monitoring, inspection, and enforcement in respect of, but not limited to:</p> <ul style="list-style-type: none"> • Rogue Trading • Fair Trading • Illicit tobacco/alcohol/vapes • Product Safety • Intellectual Property • Private Rented Housing Work • Metrological Control (where appropriately qualified) <p>To lead projects or multi-disciplinary operational teams in high priority intel-led investigations.</p> <p>To exercise delegated enforcement powers.</p> <p>To provide specialist and technical professional advice, interpreting legislative requirements as duly authorised.</p> <p>To operate within the Intelligence Operating Model (IOM) ensuring enforcement activity is intelligence led, supported by the LTS Tactical Assessment and responds to the priority needs of consumers and businesses.</p>
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Role Context:	Redbridge has a small Trading Standards team facing an unprecedented range of challenges. There are significant operations under way investigating IP frauds, product safety, fair trading, age-related sales and letting agents. We work closely and rely heavily upon partnership working with the enforcement agencies, Tri-Regional Investigations Team and our neighbouring authorities in NETTSA.
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Key Accountabilities and Result Areas	
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Strategy and Planning	<ol style="list-style-type: none"> 1. All work undertaken must ensure/promote consumer protection and public health. 2. To use incoming intelligence and databases to develop short and medium-term strategies that enable service planning or statutory enforcement service provision. 3. To develop enforcement strategies to address emerging issues, rogue business practices, or consumer requests including leading a project team where necessary. 4. To pro-actively respond to daily incidents and intelligence, coordinating with team members and other enforcement agencies to ensure immediate field actions. 5. To utilise intelligence sources including police, IDB, and LTS data, to post data, review, analyse, plan and implement services that effectively address priorities 6. Analyse sources of detrimental trade practices and problems and recommend actions to resolve, including where necessary, changes in Council services and policies 7. To lead and be responsible for carrying out allocated projects including their identity, recommendation and development. To determine resources needed for performance of any project. To set time limits and ensure project tasks are carried out to time. 8. To produce reports with findings and recommendations for change on completion of projects. To consult and maintain liaison with stakeholders in the project. 9. To contribute to the development of targets and priorities in the Service Area Plan through discussion with Team Manager and colleagues. 10. To contribute to the review and development of the Council's Enforcement Policy for Trading Standards & Licensing issues.
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Operations and Support	<ol style="list-style-type: none"> 11. The post holder will be expected maintain and bring professional judgment and legal interpretation to their work, managing their workload, meeting targets, and taking appropriate enforcement decisions with minimal reference to senior officers. 12. To exercise the full range of statutory powers under the Consumer Rights Act 2015 and other legislation and undertake enforcement action dealing with breaches of legislation, consumer frauds, fraudulent business activity, scams and other non-compliance. 13. Officers must understand "risk" and be able to prioritise their workload, use their own initiative to make decisions in line with statutory requirements and any internal operating procedures/ processes. Areas of work will include, but limited to: <ul style="list-style-type: none"> • Rogue Trading • Fair Trading • Illicit tobacco/alcohol/vapes • Product Safety • Intellectual Property • Private Rented Housing Work • Metrological Control (where appropriately qualified)
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14. Support colleagues in the Private Rented Housing Team, through investigations and enforcement activities, including services of civil penalties and court files for tribunals/prosecution. This will include but not limited to
- Client Money Protection Schemes (CMP);
 - non display of information(fees/membership);
 - failure to belong to redress scheme.
 - aspects around energy efficient including EPC/MEES (Energy Performance Certificates/Minimum Energy Efficient Standards)
 - New requirements under Renter Rights Bill
15. Manage areas of work that relate to illicit/counterfeit alcohol/tobacco/vapes. This will include seizure of products.
16. Officers must undertake and manage an operational workload which includes but is not limited to:
- Intelligence led enforcement.
 - Risk based interventions.
 - Identification of emerging trends and issues.
 - Investigation of alleged contraventions (complaints), ability to apply legislation to specific scenario.
 - Ability to risk rate premises in accordance with relevant current Statutory Codes of Practice and associated guidance.
 - Completing comprehensive, timely and detailed inspection reports, identifying, and differentiating between areas of legal requirements and areas of best practice.
 - Providing businesses with complex technical advice.
 - Promotion and delivery of the Primary Authority Schemes.
17. Investigation and case management of product safety referrals/recalls etc.
18. Officers must be able to undertake consistent; proportionate; targeted; accountable and transparent enforcement actions having regard to Statute, enforcement policies, associated best practice and statutory guidance.
- This will include but is not limited to:
- Preparation and service of legal notices across all areas of delegated authority e.g., detention and seizure notices.
 - Conduct investigations and other enforcement work with regard to relevant legislation, e.g Police and Criminal Evidence Act (PACE), the Regulation of Investigatory Powers Act (RIPA), Criminal Proceedings and Investigations Act (CPIA) and Human Rights Act (HRA).
 - Prepare witness statements and cases files for prosecution, and to present evidence as a Witness in Court.
 - Attend Court for example to request destruction of unsafe items.
 - Application and execution of warrants
19. Supporting the delivery of a market surveillance which will include test purchasing of age restricted products and other items where required.
20. To identify criminality and assets unlawfully obtained for the purposes of any confiscation actions under the Proceeds of Crime Act 2002.
21. To give professional information and advice to business and the public in the complete range of trading standards and licensing regulatory controls.
22. Completing Licence Reviews under the Licensing Act 2003 and representing the Responsible Authority at Licensing Sub Committee Hearings.

	<p>23. On behalf of the Council to exercise enforcement powers and delegated authority including seizure of evidence, documents, goods and property (value unlimited) and be accountable for enforcement decisions taken.</p> <p>24. Act as the lead officer for specific premises, activities and projects which includes projects as part of London Trading Standards and/or National Trading Standards</p> <p>25. Participate in the operation of the service including the development of policy and practice and responding to any statutory returns</p> <p>26. Deputise for Senior Officers/Managers as required.</p> <p>27. Respond to service requests, complaints, MEQs and FOI/EIRs and take appropriate action.</p> <p>28. To assist with the work of other teams as and when required and to be interchangeable with comparable posts, as dictated by current service priorities.</p> <p>29. Any other duties as appropriate to this area of work and consistent with the level of the post, as from time to time may be required.</p>
<p>Systems and Process Development and Improvement</p>	<p>30. To provide advice to Trading Standards Team and Community Safety Management Team, Members, commerce and other internal and external agencies in respect of changes in legislation, national and local trends.</p>
<p>Communication and Partnership</p>	<p>31. To maintain good public relations e.g. meeting interested groups, statutory bodies, trade organisations, making presentations to local community, groups, other Council services, and local businesses on the range of Trading Standards functions.</p> <p>32. To work in partnership with internal/external enforcement agencies and seek out and participate in partnership provision of enforcement activities.</p> <p>33. To be a full member and constructively participate in team meetings and service reviews to help develop new key priorities to deliver Service Plan and Council objectives.</p> <p>34. To actively identify key performance and achievement and to prepare related press briefings for approval and dissemination through the borough's press offices.</p>
<p>Performance and Standards</p>	<p>35. To ensure the Council's statutory obligations are met in accordance with Council policy, having regard to cultural differences, diversity and interests of all the sectors of the community.</p> <p>36. To undertake out of hours work as required for the performance of Trading Standards and Licensing enforcement duties.</p> <p>37. To undertake continuous professional development and maintain own professional competencies.</p> <p>38. To disseminate expert knowledge and contribute to the training and development of other team members.</p> <p>39. To maintain personal safety and contribute to Health and Safety within the service and to ensure the safety of self, staff, and members of the public.</p>

	<p>40. To be responsible for self-development, including identification of appropriate training needs and matters identified through the performance management process.</p> <p>41. To comply in all respects with the General Data Protection Regulation, ensuring the safety and confidentiality of all information, evidence, commercial and personal data that is the responsibility of the Service to hold and protect.</p> <p>42. As an officer with extensive enforcement powers, to comply with the Regulation of Investigatory Powers Act 2000 and the Criminal Procedures and Investigations Act 1996.</p>
Key Performance Outcomes	43. To deliver all elements identified for performance and achievement in an annual performance appraisal process.
Resource Management	44. To ensure the safe keeping, maintenance and use of all equipment, including computers, evidence books and materials and data files used in field locations.
Corporate Accountabilities	45. All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council intranet website). These include responsibilities for outcomes regarding Equality, Conduct & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	46. The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.

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Person Specification - Trading Standards Enforcement Officer		A	I	T	Weighting
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>			
		Weighting: 3=Essential, 2=Desirable			
Statutory or Mandatory qualifications:	Hold qualification in Trading Standards, DCATS, or similar qualification in a relevant subject	A			2
Educational Ability	Educated to degree level	A			2
Key Subject or Content Areas (Inc.: Desirable Qualifications)	Experience of Enforcement services within the public or private sectors	A-I			3
	Experience of formal enforcement action including report preparation, evidence gathering, collation and assembly of disclosure files.	I			2
Knowledge / Experience	Knowledge of trading standards enforcement responsibilities and legislation	I			2
	Experience of involvement in project led enforcement activity	I			2
	Experience of achievement through partnership working	I			2
	Well-developed interpersonal skills with the ability to quickly form effective working relationships.	I			3
	A well-developed understanding of a wide group of Council and external Agencies to deliver effective service solutions to a diverse group of service users.	A-I			2
Supervision	Ability to coordinate the work of the team on a day-to-day basis to ensure team activities are completed effectively to required standards.	I			2
	Ensure that the team maintain positive relationships with internal and external customers.	I			2
	Support formal and informal learning and development opportunities to aid operational delivery and staff understanding and ability.	I			2
Skills / Abilities	Able to evaluate and analyse information and make decisions in circumstances where issues are not clear cut.	A-I			2
	Able to work to specific timetables and understanding the importance of delivering work to statutory timetables.	I			3
	Able to take responsibility for the development and implementation of projects and initiatives, involving partners from other agencies and external organisations.	A-I			3
	Able to communicate and effectively influence others at all levels and across a variety of professional groups and organisations.	A-I			2
	Able to write and present complex evidential reports in a variety of settings including courts, tribunals, team and Committee meetings	A-I			2
Corporate Behaviours	The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Councils internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.	A-I			2
Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development.	A-I			2
	To participate in the ongoing development, implementation and monitoring of service plans.	I			2
	To support and contribute to value for money, change, service efficiency and improvement.	I			2
Working Pattern and travel	The officer will spend not less than 50% of the working time enforcing and evidence gathering at trade premises, residents and offices	I			3
Safeguarding and Disclosure	Responsible on occasions for directing and safeguarding of children and young adults, e.g. for test purchasing and related activities	A-I			2
Special Factors or Constraints	TSEO will need to have means to travel and transport goods, equipment and IT equipment to sites around the borough and neighbouring areas. A full valid driving licence with use of own vehicle or alternative means of travel to multiple sites around the borough is essential	A			3
Version:	V3				
Reviewed:	28/08/2025				