

Job Description

Job Title	Public Protection Compliance Officer
Directorate	Neighbourhoods and Housing
Service Area	Licensing & Regulatory Services
Grade	7
Competency Level	1
Salary	£40,777 - £46,142
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	A9253

Job Purpose

To ensure the delivery of the City Council's statutory duties under trading standards and related legislation, taking appropriate enforcement action as required.

Directly Responsible For:

Not applicable

Directly Responsible To:

Operations Manager – Environmental and Public Protection

Main Areas of Responsibility:

- To investigate compliance / legal issues in connection with the supply of alcohol or tobacco which breaches any UK legislation taking appropriate action, including the preparation of reports, evidence gathering, interviews, witness statements. as necessary
- To plan, organise and deliver inspections and assessment of caseload as part of a busy regulatory / statutory service in line with service objectives, policy and processes
- To undertake routine planned and reactive inspections and visits to enforce relevant Trading Standards legislation including food standards ensuring work is completed on time to the required professional standard and within timescales
- To prepare all statutory enforcement notices, legal documents and other correspondence to the required professional standard in accordance with policy and procedures and within timescales
- To investigate complaints and respond to service requests received about all Trading Standards issues in Liverpool. Including taking appropriate enforcement action as necessary to ensure compliance with satisfactory outcomes
- To assist in the planning of proactive, targeted action and lead on area-based enforcement duties
- To liaise and co-operate with other enforcement / intelligence agencies throughout the UK
- To prepare and serve papers required for Court or other Regulatory hearings and to appear in Court or at such hearings as a witness when required

- To attend Licensing Committee as required. Provide technical advice on the suitability of premises regarding applications received under the relevant legislation, including the Licensing Act 2003
- To take part in initiatives to provide education, advice and information to appropriate groups concerning the work of the Public Protection Unit
- To log accurate records about work undertaken on the relevant IT systems ensuring effective service delivery
- To input into case studies showcasing the work of the service
- To carry out all other duties commensurate with the post
- To investigate and respond to Have Your Say complaints and requests made under the Freedom of Information Act within the specific timescales
- To maintain professional competencies, appropriate specialist knowledge and continued professional development within the technical discipline of Trading Standards
- To undertake such other duties and work practices, including the development of specialist skills and knowledge, as may be determined by the Operation Manager Public Protection or Team Leader Environmental Protection
- To develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake necessary work and duties outside normal office hours as reasonably required
- Carry out all duties and responsibilities with reasonable care for the health and safety of yourself and others and to report any potential hazards or unsafe practices to your line manager
- To act in accordance with all policies and procedures which apply to your role with an understanding of such policies

Supervision and Management Responsibility:

- No supervisory or management responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- The role is agile, part office based and requires working outdoors and outside of regular office hours
- Office based will involve periods of sitting due to the administrative and compliance recording part of the role
- Postholder can be required to visit commercial premises, which will involve some degree of physical activity and work in adverse conditions. This may include hot, cold, noisy, dusty unpleasant and hazardous environments
- Postholder required to wear personal protective equipment as required
- When undertaking certain interventions, this may require the postholder to use / access equipment, which may be at height
- For the purposes of inspection / visits, a degree of manual handling and some awkward postures may be required
- Postholder will frequently be exposed to disagreeable complainants, disagreeable transgressors, and on occasion, verbal abuse

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Experience in criminal investigations including the application of PACE, CPIA, RIPA and other legislation governing such investigations (A/I)
- Degree or Diploma in Consumer Affairs or Diploma in Consumer Affairs and Trading Standards covering under-age sales and product counterfeiting, or other similar enforcement function or proven equivalent experience/professional accreditation (A/I)

Desirable

Experience

Essential

- Experience in a Trading Standards or similar Regulatory environment (A/I)
- Experience in ensuring compliance with legal requirements (A/I)
- Experience of working in an enforcement service and undertaking criminal investigations (A/I)
- Experience in preparing letters, reports, legal documents and prosecution cases (A/I)
- Experience in attending court to present evidence, obtain warrants (A/I)



Desirable

- Experience in delivering vocational and business training to external partners; retail business and other enforcement agencies

Skills/Abilities

Essential

- Ability to absorb complex and technical legislation and theories (A/I)
- Ability and willingness to undertake investigations (A/I)
- Excellent communication skills both written and oral (A/I)
- Ability to work to deadlines (A/I)

Desirable

- Presentation skills
- Excellent interpersonal skills enabling the post holder to effectively communicate with a range of audiences

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)
- Flexible approach to working hours (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

Other

Essential

Desirable

- Full driving licence, prepared to drive Service vehicles (including vans)