

JOB DESCRIPTION

Job Title: Fair Trading Officer		Ref No:	JE Ref: G946
Department: Environment and Infrastructure	Band: 9	Location: Dumfries and Galloway	
Responsible To:	Trading Standards Team Leader or Senior Trading Standards Officer		
Responsible For:	n/a		
Job Purpose:	To contribute to the delivery of the Council's statutory duties under trading standards legislation as part of a small team.		
Main Responsibilities:	To enforce the provisions of various statutes in relation to consumer and business protection, provide support and assistance to the Trading Standards team and to undertake inspections of business premises.		
Job Activities:	1. Plan and complete test purchasing programmes for age restricted products. Giving advice on best practice and legal requirements and taking enforcement action as appropriate. 2. Follow the provisions of the team plan and contribute to the development and review of this plan annually. 3. To initiate, plan, implement and/or participate in projects where appropriate. 4. Test, examine and sample goods, records, services and marketing claims. 5. Investigate consumer complaints and give advice to businesses as required. 6. To inspect a range of trading activities (both physical premises and on-line). Providing advice and guidance to traders to enable them to comply with the requirements of consumer protection legislation. 7. Check the tobacco and nicotine vapour products register to ensure that local retailers are registered and that the service database is up to date. Take appropriate action for retailers not registered. 8. Plan, conduct and write up projects, including age restricted sale test purchasing. 9. Respond to urgent requests and take appropriate action.		

	10. Serve statutory notices in relation to consumer protection legislation and prepare reports for the Procurator Fiscal in accordance with the enforcement policy. 11. Complete projects and present outcomes in specialist subject areas. 12. Attend networking groups and training events to maintain the relevant skills and knowledge. 13. Contribute to the duty officer rota. 14. Make accurate and detailed electronic records and ensure data integrity when providing information for partner agencies, FOI requests, returns and Member enquiries. 15. Extract and analyse data that may be required for statutory returns, Freedom of Information requests or Elected Member enquiries. 16. Supervise support staff and trainees as appropriate. 17. Provide assistance and support across the wider trading standards service.	
Performance Management	<i>The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.</i> • To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities.	
Prepared by:	Community Protection Manager	Date: October 2025

Jan 2012 //HR