

PERSON SPECIFICATION

Post Title	Fair Trading Officer	Band	9	Job Evaluation Reference	G946
Required Attributes					
1. EDUCATION AND TRAINING				Essential	Desirable
Qualifications as an essential criteria can only be asked if it is a <u>fundamental</u> requirement of the role (i.e. the role could not be done without it). Otherwise, a qualification should be used as an <u>indication</u> of the knowledge required to perform the role and equivalent knowledge/experience* should be considered (i.e. SCQF Level 6 or equivalent knowledge/experience)					
*equivalent knowledge/experience can be gained in several ways including relevant work experience, voluntary or community activities, on-the-job or off-the-job training or full-time or part-time study					
SCQF Level 8 in consumer studies or a related discipline or equivalent knowledge				✓	
Willing to undertake mandatory training.				✓	
2. KNOWLEDGE AND EXPERIENCE				Essential	Desirable
Consider what knowledge and experience is essential at the point of recruitment and what can be considered desirable and can be learned through on-the-job training					
Experience of working with the public or business operators in a professional capacity.				✓	
Experience of data entry, retrieval and analysis using a digital platform.				✓	
Knowledge of consumer protection legislation.					✓
Knowledge of other trading standards legislation and related codes of practice and guidance.					✓
Understanding of consumer issues.				✓	
Knowledge of the Scottish Legal system					✓
Understanding of the different national agencies involved in consumer protection and trading standards.				✓	
3. SKILLS AND ABILITIES				Essential	Desirable
Consider what skills and abilities are essential the point of recruitment and what can be considered desirable and can be learned through on-the-job training					
Good written and spoken communication skills.				✓	
Good IT skills, and able to use MS Office suite.				✓	
Good at customer care				✓	
4. PERSONALITY FACTORS				Essential	Desirable

• Include personality traits and interpersonal skills that align to the Councils Core Behaviours		
Ability to work as part of a team	✓	
Uses own initiative	✓	
High level of integrity	✓	
Ability to work under pressure	✓	
Good at time management	✓	
5. OTHER REQUIREMENTS	Essential	Desirable
• Include other criteria not covered in sections 1-4 i.e. Driving License or SSSC registration etc		
Full current driving license	✓	
Occasional requirement to work unsocial hours or at weekends.	✓	
Employees are the Council's greatest asset and through our SUPPORT we are expected to work together and demonstrate the following core behaviours: • Strengthen – our Communities • Understand – our children's needs • Protect – our vulnerable people • Promote – equality and diversity • Open and transparent – at all times • Respect – our environment • Treat – each other with kindness		

Guidance:

A factsheet on writing a person specification is available on Connect within the recruitment policy/procedure.