

LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DIRECTORATE
JOB DESCRIPTION

POST TITLE : Trading Standards Manager

GRADE: MGC (£52,818 - £56,040)

DEPARTMENT: Environment & Regeneration (Public Protection & Development)

LOCATION: Various offices according to needs of service.

REPORTING TO: Joint Head of Regulatory Service

POST NO: TBC

PURPOSE

The post holder will be a member of the management team for the Joint Regulatory Service and be expected to manage and develop the Trading Standards function across the tri borough partnership on behalf of the London boroughs of Merton, Croydon and Richmond.

The post holder will lead and deliver business growth and diversification within the Trading Standards function of the shared service and investigate the potential for the Trading Standards service to trade as a not for profit commercial entity across the tri borough partnership and with other London boroughs

The post holder will review and transform all processes related to the Trading Standards function across the shared service ensuring they are fit for purpose and support the operational model for the shared service which includes improved efficiency and effectiveness

The post holder will have overall responsibility for resource management of the Trading Standards function. This will include financial and operational performance and the post holder will hold the Trading Standards budget for the tri borough service.

The post holder is responsible for the strategic management of the Trading Standards function which will include change and transformational management

MAIN DUTIES AND RESPONSIBILITIES

- To develop responses to and actively engage with local demands and plans to promote an effective and efficient Trading Standards function which supports businesses, residents and Members in and promoting a fair and safe trading environment
- To have oversight of fraudulent trade practises and give direction, support and leadership on the use of creative/ innovative methodology to actively reducing such activity
- To oversee and direct enforcement activity within the framework set by the Shared Service Management Group

- To manage, direct and support assigned lead officers to deliver a range of operational responses and actions in the local area.
- To ensure lead officers comply with Council policies and the legislative frameworks
- To oversee and provide expert advice and the development, implementation and review of the Councils' policy on the following issues:
 - Doorstep Crime
 - Scams and rogue traders
 - Metrology
 - Product safety and Counterfeiting
 - Under age sales of restricted goods

- To act as the Chief Inspector of Weights and Measures
- To be responsible for writing contracts for capital and revenue programmes
- To formulate the performance management criteria across the shared service and ensure that each locality understands, contributes and adheres to the criteria
- To be responsible for compiling regular and concise performance reports for the Head of Joint Regulatory Service/Head of Public Protection and Development
- In conjunction with the Head of Joint Regulatory Service review and transform all processes related to the Trading Standards function across the shared service ensuring they are fit for purpose and efficient in their delivery
- To have oversight and manage as directed by the Head of Joint Regulatory Service the strategic implementation of new projects and policy implementation, ensuring that other council and stakeholder services are fully engaged and that collaborative arrangements are in place to maximise service delivery.
- Working within the strategic context set by the Head of Joint Regulatory Service set and agree business plan objectives and performance targets in liaison with the locality lead, ensuring that they are fully and effectively implemented.
- Lead on the response to out of hours incidents and emergencies (n.b. evening and weekend work and is not separately remunerated)
- Participating as a member of the Joint Regulatory Services Management Team; assisting in decision-making on day-to-day locality issues and in the formulation and implementation of policy for the shared service.
- Ensuring full stakeholder involvement and consultation in the development of the various services provided by the Team, developing and reviewing service standards, ensuring that customers are regularly surveyed, and acting on the findings.
- Proactively manage relationships and expectations of key partners (e.g. Police and Community Safety teams) and local stakeholders
- To be responsible for the effective planning of resources across the tri borough shared service and oversee the deployment of those resources in order to meet the service plan for Trading Standards
- Have oversight of the three case management systems for Trading Standards and ensure that all work related activities are captured especially the time spent on each activity
- Carry out regular one to one meetings and an annual appraisal with lead officers locality leads
- Deputise for the Head of Joint Regulatory Service when required to do so