

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT:

DIVISION:

JOB TITLE: Trading Standards, Food and Safety Manager

ROLE PROFILE

Job Title:	Trading Standards, Food and Safety Manager
Department:	
Division:	
Grade:	

Hours (per week):

36

Reports to:

Head of Public Protection and Licensing

Responsible for:

Senior Trading Standards Officer (x1)
Senior Fair Trading Officers (x4)
Fair Trading Officer (x1)
Senior Enforcement Support Officer – Trading Standards (x1)
Events Officer – Safety x3
Technical Officer – Food x2
Environmental Health Practitioner x9.5
Senior Environmental Health Practitioner
x2

Role Purpose and Role Dimensions:

The post is responsible for the effective operational and budget management and for ensuring delivery of the corporate and community priorities relating to Trading Standards, Food Safety, Food Standards, Feed, Infectious Diseases, Health & Safety at Work and Public Event Safety.

This includes but is not restricted to doorstep crime, age restricted products, product safety, fair trading, metrology, business advice, feed, food safety, food standards, food sampling, infectious/notifiable diseases, ensuring close working with Public Health, maintenance of the food hygiene rating system, commercial health and safety and safety at public events, accident and dangerous occurrence investigations, prevention controls relating to legionnaires disease, responsible authority roles under the Licensing Act 2003, public event and

public safety including planning, organising and chairing, as necessary, safety advisory group meetings, including chairing the Selhurst Park SAG, oversee investigations, enforcement and prosecutions and liaise with partners regarding joint working.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

- Police (including cadets)
- HMRC
- Borders & Immigration Agency
- UK Intellectual Property Office
- National Trading Standards
- Chartered Institute of Trading Standards
- Chartered Institute of Environmental Health
- Citizens Advice Consumer Service
- Local Citizens Advice Bureaux
- Department of Work and Pensions
- Department for Business, Energy and Industrial Strategy
- Members of Parliament
- EU Market surveillance authorities
- London Fire Brigade
- Safety at Ports Teams
- Court Officials
- Members of the public
- Neighbourhood Watch, Residents Associations, Community Groups and the voluntary sector
- National Anti Fraud Network
- Financial institutions
- Food Standards Agency
- SW London Health Protection Unit
- Public Health England
- Health & Safety Executive
- Sports Ground Safety Authority
- London Ambulance Service
- Other Local Authorities
- Public Analyst and Consultants in Communicable Disease
- Public Health Laboratory Service
- NHS
- Business Community and Business Improvement Districts

Key Internal Contacts:

- Elected members
- Financial Investigators
- Public health
- Corporate fraud team

- Business rates
- Licensing section
- Neighbourhood enforcement team
- Housing/Staying put team
- Building control
- Parking Services
- Corporate legal
- Environmental Enforcement team
- Anti-social behaviour team
- Adult Services, Health & Housing department
- Planning department
- Children, Families and Learning
- Environment & Leisure division
- HR&OD
- Croydon Digital Services

Financial Dimensions:

- Responsible for the Trading Standards, Food and Safety Team budgets
- Authorise orders and payments of up to £10,000
- Authorise petty cash payments of up to £25.
- Responsible for identifying areas of work within Trading Standards, Food and Safety suitable for the generation of income
- Ensure the collection of any fees due from businesses
- Identify and bid for resources or support, financial or other from central/regional government and other external sources to maintain or improve service delivery or develop new services, where relevant.
- Identify cases appropriate for investigation under Proceeds of Crime legislation and liaise with Council's Accredited Financial Investigators
- To monitor the sampling (£7,000), equipment (£1,100) and calibration (£500) budgets and ensure that expenditure is kept within agreed limits.
- Approval and overseeing issue of restraint orders in relation to financial investigations

Key Areas for Decision Making:

- Consider institution of legal proceedings for breaches of Trading Standards, Food and Safety legislation in the criminal courts or injunctive proceedings in the County or High Court.
- Performance management and setting and producing the respective trading standards, food and safety team service plan objectives and performance targets in liaison with staff and the Head of Service and ensuring effective implementation
- Ensure programmed inspections of food premises based on risk are conducted and carried out with regard to

inspection frequencies stipulated by the Food Standards Agency (FSA).

- Proportionate and effective use of the trading standards, food and safety teams enforcement powers including service of legal notices, obtaining warrants, seizing of goods (including food and unsafe goods) and documents
- Recruitment and management of staff, including appraisals and sickness management
- Fulfilment of duties as Responsible Authorities under the Licensing Act 2003
- Emergency closure of food businesses
- Emergency action to make safe dangerous processes and equipment
- To advise on and enforce health and safety requirements for a range of businesses and events
- Approval of food businesses to export food to EC countries
- Oversee imported/exported food products, including non EC countries (including consideration of any changes caused by Brexit)
- Investigation of serious accidents and dangerous occurrences including those resulting in major injuries and fatalities
- Ensure provision and maintenance of FHRS data to the FSA website
- Act as lead officer for feed and responsible for the management of the feed inspection programme, feed register and third country appointed contacts for feed.
- Act as lead officer in ensuring compliance and appropriate officer competencies with regard to the requirements of the Food and Feed Law Codes of Practice to enable development of the food and feed service plan and understand the makeup of the borough to establish priorities for interventions.
- Postholder is responsible for appropriate use of Proceeds of Crime Act funds received by team in accordance with Home Office rules and for annual report on use of funds
- Ensuring all Trading Standards, Food and Safety related service requests, complaints and notifications are risk assessed and investigated in accordance with existing partner portal protocols (the FSA standard in respect of food matters and HSE guidelines in respect of safety matters and accident investigations), departmental and corporate policies as relevant.
- Demonstrate understanding of and ability to use intelligence and intelligence databases to identify Croydon priorities, including benefits of and limitations on

sharing intelligence across teams to benefit the council as a whole.

- Ensure correct approval of food and feed businesses, ensure provision of annual Food and Feed Plan and ensure the Feed register is kept up to date and annual returns given as required.
- Exercising all authority under any delegated statutory powers, including the approval and/or signing of notices, and emergency prohibition procedures
- Deputise for the Head of Service as required
- Able to adapt to flexible working patterns and be able to work extended and unsociable hours from time to time as may be necessary to meet the demands of the service
- Current DBS check for Trading Standards age restricted work
- Full driving licence and willingness to provide own car and make site visits throughout the borough

Other Considerations:

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

**Key
Accountabilities
and Result Areas:
Policy making and forward
planning:**

Key Elements:

This will involve:

- Advising the Head of Service on policy development and forward planning with regard to trading standards, food and safety matters and drafting, producing and co-ordinating the implementation of policies, plans and objectives, ensuring they are integrated into other appropriate areas of council policy and conducting reviews of same
- Provide expert advice to members, senior officers, members of the public and partner agencies in respect of trading standards, food safety and health and public safety matters
- Preparing and presenting reports and presentations on trading standards, food and safety issues to a range of audiences including Cabinet Members, Council Committees, at meetings with internal and external partners and with business, community and residents groups
- Participating as a member of the Public Protection and Licensing Management Team; assisting in decision-making on day-to-day departmental issues and in the formulation and implementation of policy.
- Ensure full stakeholder involvement and

consultation in the development of the various services provided by the Trading Standards, Food and Safety teams and ensure that customers are kept informed and are satisfied with the quality and the range of services provided.

- Ensure that enforcement action is in line with the requirements of the Enforcement Concordat, the Regulators' Compliance Code, the HSE's Enforcement Management Model and is consistent with Council enforcement policies

HR matters

This will involve:

- Developing and reviewing role profiles for team members, drawing up job advertisements, short-listing and interviewing prospective new employees in line with the Council's successful Staff Selection Policy and procedures.
- Inducting, co-ordinating and leading professional, enforcement and admin staff (including students, apprentices and temporary staff) assigned to the trading standards, food and safety teams
- Ensuring that all trading standards, food and safety team staff are made aware of and implement the Council's equalities, inclusion, customer care and other relevant policies.
- Ensuring that health and safety procedures are in place to cover working practices, especially visit

safety, within the Trading Standards, Food and Safety teams, including the preparation and regular review of risk assessments, and carrying out safety audits to ensure team members are adhering to safety procedures and guidelines.

- Allocating work according to the availability of resources and skills. Setting clear, SMART objectives in consultation with staff and checking that they have been achieved.
- Monitoring the sickness related absence of staff. Conducting return to work interviews and taking appropriate action (including referral to the Occupational Health service and attendance at sickness panels) where staff exceed the trigger points stipulated in the council's sickness policy.

Performance management, monitoring and co-ordination

This will involve:

- Formulating performance measurement criteria, implementing and supervising the working practices and procedures of officers in the service, including through monthly team meetings and 1-1's and annual appraisal, ensuring that targets and objectives are achieved and providing regular reports to the Head of Service and Director on team performance
- Ensure that managerial systems, procedures and documents relating to the work of Trading

Standards, Food and Safety are properly implemented, controlled and reviewed.

- To oversee the compilation of a range of annual returns including to HSE, PHE, the DTI, the Office of Fair Trading, the Hallmarking Council, CIPFA, the Food Standards Agency and Feed returns and regularly review the collection of data to ensure these returns are completed accurately and on time
- Promoting and supporting the Council's Vision and Values in the development and implementation of the service's objectives and work programme and communicating and promoting these themes and priorities to staff.
- Seeking to maintain, and within current budget levels, make and encourage reasonable improvements to, professional, managerial and technical standards in the activities of the trading standards, food and safety teams. Act upon improvements suggested by surveys/complaints or any other performance reviews of the service, such as internal or external audits.
- Keeping up to date with legislative changes, case law and professional, managerial and technical developments as they

relate to the trading standards, food and safety team's functions and ensure that senior officers and staff are informed of any changes and receive appropriate training.

- Responding to MP and Member enquiries and FOI requests in a timely and accurate manner
- Ensure provision of accurate annual returns for LAEMS data annual LAE1 data

Managing investigations into Doorstep Crime:

- Overseeing complex cases of fraud, including cases of financial abuse, ensuring statutory duties of investigation imposed on Council are fulfilled
- Ensuring that Council's statutory duties under the Care Act are fulfilled in relation to all relevant Trading standards enquiries into financial abuse of vulnerable victims ensuring safeguarding plans are agreed and adhered to
- Upholding and maintaining agreed standards regarding referral of vulnerable adults to range of partners and ensuring appropriate target hardening opportunities are afforded to those residents

Managing the enforcement of range of statutory product safety legislation:

- Ensuring that the Product Safety Incident Management Plan is upheld, maintained, and reviewed bi-annually
- Acting as competent officer in product recall process

- Overseeing and signing of all notices relating to suspension, seizure or withdrawal from marketplace of unsafe consumer products
- Ensure all product safety related complaints are risk assessed and investigated in accordance with Office of Product Safety and Standards guidelines and with department and corporate policies and devise an annual sampling programme for consumer products in conjunction with OoPSaS.

Age restricted products:

- Responsible for creating and implementing annual programme of education and statutory enforcement relating to age related test purchasing
- Ensure ongoing compliance with BEIS code of practice on age related sales through maintaining and updating of relevant policies and procedures including enforcement policy
- Act as supervising officer for all test purchasing activity ensuring adherence to Regulation of Investigatory Powers Act (RIPA) requirements
- Contribute to annual Cabinet report on directed surveillance policy
- Ensure targets contained within MOPAC Violence Reduction Action Plan

relative to Trading Standards are met.

- Ensure procedures are in place and adhered to when working with children in test purchasing arena, including child safeguarding procedures and risk assessments

Legal:

- Adopt statutory role of 'Officer in Charge of Investigations' as defined by Criminal Procedures and Investigations Act 1996 including taking responsibility for directing criminal investigations of team
- Ensure proper procedures are in place and adhered to for the recording and retention of investigative material
- Act as single point of contact for both internal and external solicitors and counsel in relation to decisions on cases, fee structures, charges and case progression.
- Ensuring the national Sanctions and Information database (SiDS) is accurately updated with records of criminal convictions
- The preparation of court cases and court appeals and where necessary, appearing in court to give evidence as an expert witness.

Representing Croydon:

- As necessary, attend: Quarterly meetings of the South west London Food liaison group; ALEHM and regional food labelling meetings; London wide TS manager meetings; ACTSO national meetings; expert panel, Home Office working party and LGA meetings; Joint Action Group and Adult Safeguarding Board meetings; quarterly meetings of the South East London Quadrant with the HSE and at food & safety meetings with other boroughs
- Leading for Croydon and London Trading Standards on specialist areas of law, providing feedback and alternative proposals on consultation documents

Compliance with the requirements of the Food Standards Agency's Framework Agreement (as amended) and associated Codes of Practice

This will involve:

- In conjunction with the SW London Food Sector Group, the Public Analyst and the Health Protection Agency devise an annual food sampling programme detailing the samples of food to be taken throughout the year, and update the Council's Food Sampling Policy.
- Considering consultation documents from the FSA, BEIS, SW London HPU and other relevant organisations and provide specialist comments to the Head of service.
- Ensuring the FHRS is implemented and kept

- updated in collaboration with the Food Standards Agency
- Maintaining the requisite level of CPD hours for the role as per FSA requirements at the time and ensuring same level of competency is maintained by relevant team members.
 - Ensure implementation of the food standards and feed inspection intervention programmes
 - Ensuring timely investigation of cases of Infectious Disease in accordance with guidance from PHE and SWHPU
 - Approval/suspension/revocation of product-specific establishment approvals

Managing the investigation of infectious diseases This will involve:

Infectious Disease

- Ensuring timely investigation of cases of IDs in accordance with the guidance from the PHE and SWHPU
- The post-holder is a key contact in the Outbreak Control Plan covering the authorities served by the South West London Health protection Agency.
- Managing the investigation of all reported outbreaks of food poisoning and infectious disease and liaise as necessary with the Consultant in Communicable Disease Control and with the SW London Health Protection Unit (HPU) and Public Health England

Managing the enforcement of the Health and Safety at Work, etc. Act 1974 in commercial businesses and also the requirements of the 'smoke free' legislation in the Health Act 2006.

This will involve:

- Ensuring that commercial businesses within the borough are subject to interventions and audits to check compliance with the Health & Safety at Work etc. Act 1974 and associated regulations and codes of practice as and when required.
- Having due regard to the Health & Safety Executive's priority work planning strategy when organising targeted interventions involving local businesses.
- Ensuring that all the borough's cooling towers, humidifiers and water based air conditioning systems are inspected annually to ensure that they comply with current practice to prevent the spread of Legionnaires' Disease.

- The service of prohibition & emergency prohibition notices that stop an activity or process taking place.
- Ensuring the 'smoke free' requirements of the Health Act, including with regard to shisha, are complied with in respect of commercial premises and other relevant buildings.

Public Safety

This will involve:

- Ensuring assessment of proposed events and premises with regard to public safety. This will include arranging, planning and chairing/attending event planning meetings and attending site meetings with event organisers, police and other interested parties or delegating such duties to team members as appropriate
- Organising and chairing Safety Advisory Group (SAG) meetings, as necessary with regard to proposed public events and ensuring that safety audits are undertaken, the appropriate action is taken depending on the risks posed and that relevant communication is prepared and distributed.
- Review, write and issue as required the general safety certificate for Selhurst Park Stadium and oversee inspection and compliance with the certificate at the stadium, including during matches.
- Assist with health and public safety provision at Selhurst Park Stadium with regard to high profile events including Chairing the Selhurst Park SAG, attendance at other safety meetings, liaising with CPFC, emergency services, council staff and other partners as necessary to ensure public safety is maintained. This could include the evacuation of the stadium, cancellation or postponement of matches.

Partnership Working

This will involve:

- In respect of events, work with colleagues and partners to promote the Borough of Culture in 2023
- Work with colleagues in Regeneration and Economic Development within the Council to promote both safety and success in local businesses
- Contribute to the wider health agenda and in particular work with partners to tackle food related issues like obesity, food related heart disease, food allergies and smoking cessation, linking in with colleagues in public health on programmes such as smoke free, healthy schools and food flagship.
- Participate in joint food related enforcement initiatives with our partners listed above and with external agencies like the FSA, HSE, DEFRA, Revenue & Customs, Metropolitan Police and UK Borders Agency.
- Take part and on occasion lead on multi agency work tackling problem or priority areas, engaging at high level with other enforcement bodies ensuring best outcome for Council
- To create and oversee standard operating procedures and agreements for sharing of resources and intelligence with partners

Communication

This will involve:

- In conjunction with the Press office, Director and Head of Service and relevant cabinet members preparing press releases on trading standards, food, infectious disease and safety matters.
- Contributing to and overseeing the quarterly production of the Trading Standards Information Bulletin to residents, businesses and members
- Promoting the work of the trading standards, food and safety teams by ensuring regular and timely contributions to the monthly Members bulletin.
- Ensure the FSA Food Hygiene Rating scheme data is accurately uploaded and checked regularly to ensure all food premises are recorded on the website for all member of the public to see.

Croydon Digital Services

This will involve:

- In conjunction with Croydon Digital Services, ensuring that all of the trading standards, food and safety team's databases are fit for purpose.
- Participating in internet based food premises rating schemes like the FSA's national food hygiene rating system.
- Maintaining the trading standard's, food and safety team's web pages ensuring that redundant information is removed and new information incorporated as soon as reasonably practicable.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in

a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc. as appropriate.

Person Specification

Job Title:

Trading Standards, Food and Safety Manager

Essential knowledge:

- The post holder must either be a qualified Environmental Health Officer and possess a degree or Diploma in Environmental Health or hold a Diploma in Consumer Affairs, the Diploma in Trading Standards or equivalent.
- Have an excellent standard of knowledge and be an expert in either Environmental Health relating to food safety, health & safety at work or public event safety or Trading Standards.
- Excellent and expert knowledge and understanding of trading standards law or environmental health law in all main areas.
 - Excellent knowledge of criminal and civil court procedures
 - Knowledge and understanding of consumer issues and the role of Trading Standards, Food and Safety in contributing to the achievement of the Council's objectives.
 - Knowledge and understanding of budget management and control.

Essential skills and abilities:

- The ability to plan, lead and implement change effectively.
- Ability to develop and successfully implement new and review existing policies.
- The ability to identify the learning and development needs of team members and assist them to meet their learning and development goals
- Able to analyse problems and apply knowledge, skills and techniques to solve problems and make decisions which have positive outcomes for the organisation.
 - Ability to monitor individual and team performance and manage shortfalls in performance fairly and consistently.
 - Ability to prioritise a varied and demanding workload into a manageable schedule by effectively utilising time and resources.
 - Able to understand and apply IT solutions.
- Excellent communication skills and in particular the ability to express information, thoughts and ideas fluently in spoken or written form to a variety of audiences including Members,

senior officers, the media, residents, community & business groups and partner organisations.

Essential experience:

- Ability to oversee and direct investigations, inspections and enforcement action (including the seizure of goods, issuing legal notices, formal cautions and prosecutions) in accordance with the requirements of the Police and Criminal Evidence Act, Council Enforcement Policies and the better regulation agenda.
- Experience of attending courts/tribunals/council committees and giving evidence as a witness for the prosecution.
- Experience of setting team goals, developing a team's ability to achieve them and prioritising the work of a team to keep it focussed on goals and targets.
 - Ability to manage team and individual performance and manage performance shortfalls fairly and consistently.
 - Familiarity with and adherence to the requirements of the Council's sickness and disciplinary policies

Special conditions:

- Willingness to work flexibly at weekends and evenings as required.
- Full driving licence and be willing to provide a car for work and to undertake visits to all parts of the borough.