Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



STOCKPORT METROPOLITAN BOROUGH COUNCIL

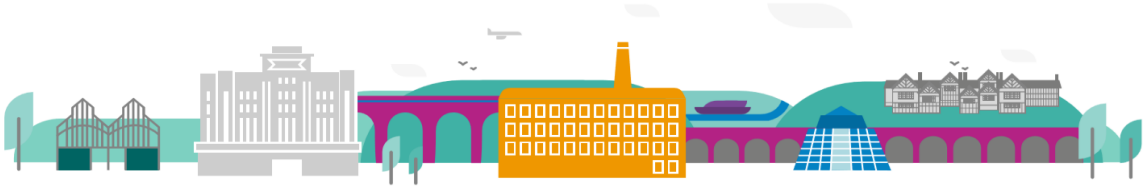
Greater Manchester Guaranteed Assessment Scheme

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

We are a Living Wage Employer

disability confident EMPLOYER

ARMED FORCES COVENANT



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About the Job

Role:	Trading Standards Case Manager
Service Area:	Public Protection and Thriving Neighbourhoods
Directorate:	Services to Place
Salary Grade:	SO1

Main Purpose of the Job

To play a play a key role in protecting consumers, supporting legitimate businesses and maintaining fair trading across the borough. The role sits within the Trading Standards Team and involves investigating consumer protection offences, ensuring compliance with legislation, undertaking intelligence-led enforcement activity and working with partners to tackle rogue traders, scams, illicit tobacco and vapes, underage sales, product safety and unfair trading practices.

Our service brings together a wide range of statutory responsibilities, including Environmental Health, Trading Standards and Licensing.

Key Responsibilities

- Contribute to crime and disorder reduction and promote public and environmental safety, safeguarding communities through effective Trading Standards regulation and across the section and Council.
- Manage a varied caseload in line with legislation, codes of practice, and Council policies, local systems and guidance, including responding to complaints, carrying out inspections, investigations, collating evidence, enforcement actions and attending meetings and any other activity required of the postholder.
- Work collaboratively within the team and across the service to meet shared objectives and deadlines and to meet the roles and responsibilities required.
- Ensure compliance with health, safety and wellbeing requirements in all activities.
- Gather and prepare evidence and reports, statements and case files, serve notices and support criminal and committee proceedings where regulatory action is required.
- Investigate breaches of legislation and civil orders in accordance with Council procedures.
- Participate in planning, implementing, and reviewing projects, surveys and sampling programmes.
- Assist in developing service plans and maintaining enforcement and procedure manuals.

- Communicate case progress to customers and relevant parties, respecting data protection and safeguarding principles.
- Liaise and collaborate with colleagues, legal advisors, and external partners to support compliance and enforcement.
- Undertake inspections to ensure compliance with range of consumer protection, product safety, fair trading and age-restricted sales legislation.
- Contribute to monitoring, reporting and continuous improvement activities.
- Attend internal and external meetings, including court and committee meetings, as required.
- Undertake duties outside normal working hours, as required, and to work flexibly in the interests of the service undertaking other duties commensurate to grade where required.
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

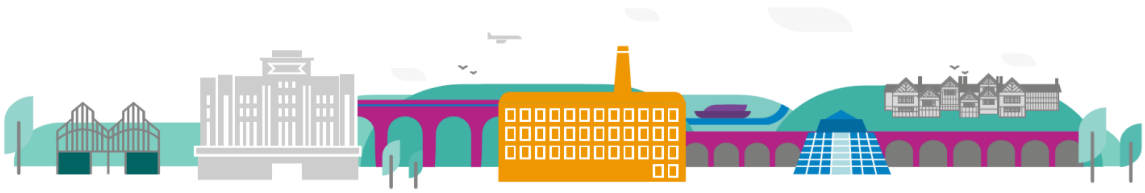
The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be considered and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:



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- Keeping the people of **Stockport** at the heart of what we do
- Succeeding as a **team**, collaborating with colleagues and partners
- Driving things forward with **ambition**, creativity and confidence
- Showing value and **respect** to our colleagues, partners and customers.

- Experience of working within a Trading Standards Service or applying consumer protection legislation.
- Hold a professional Trading Standards qualification or undertaken related training.
- Proven ability to plan, organise and prioritise workloads to meet deadlines and performance targets.
- Experience engaging with people at all levels, both within the organisation and externally.
- Ability to interpret and apply legislation, taking proportionate and fair action when breaches occur.
- Sound judgement and problem-solving skills, with the confidence to seek advice when needed.
- Strong influencing and negotiation skills, including managing situations involving disagreement or conflict.
- Ability to analyse and interpret complex information and present it clearly to support decision-making.
- Excellent verbal and written communication skills, with the ability to convey information concisely and coherently.
- High level of personal organisation and effectiveness.
- Customer-focussed approach, with an understanding of diverse needs and safeguarding principles.
- Full driving licence.