

Trading Standards Operations Manager

**Chelmsford | Fixed Term – 3 year contract | Full time
Up to £57,835 per annum**

This position will be a mix of hybrid working of home/field/office based on a flexible basis.

Essex Trading Standards is looking for a highly motivated person to join its team as an Operations Manager.

Essex is one of the largest Shire Counties in the UK with a population of just over 1.8 million and over 25,000 diverse business premises. While we look to support legitimate business activity wherever we can, we don't shy away from taking on difficult and complex Trading Standards criminal investigations. We will use all tools available to us to ensure businesses in Essex are trading fairly and that those that choose to break the law are investigated and brought to compliance.

As a Trading Standards Operations Manager, you will provide strategic and operational management and leadership to a team of front-line Trading Standards professionals as well as strategic input and briefing of senior leaders and elected members. The role is an integral part of the service senior management team, accountable for the triage of demand, tasking (based on risk and intelligence principles), optimum and efficient allocation and use of resources, trend analysis and delivery against key performance indicators.

As part of the service management team, you will be jointly accountable for the continual improvement of the service, leading and implementing specific projects including major investigations, enforcement activity at ports and borders, public health, community safety, and maximising the services commercial potential. You will represent Trading Standards at a regional and national level and use influencing skills to ensure the interests of Essex residents are prioritised.

You will hold either the DCATS, DTS, or an equivalent qualification, along with significant, demonstrable, and current experience in Trading Standards. You will have proven leadership skills with experience of managing cross functional Trading Standards teams. The role will see you leading, managing and mentoring one of three multi-functional teams responsible for handling all incoming demand one week in three – so a good working knowledge of Trading Standards legislation and ability to prioritise is essential.

You will have excellent communication skills and the ability to deal confidently with a range of stakeholders. Excellent organisational and management skills are a must together with the ability to assess, prioritise workload and hit agreed deadlines. You will hold a full UK driving licence and have access to a car that can be used for work.

Why Essex?

As one of the largest and most dynamic UK local authorities, Essex offers a stimulating public service environment. Covering over 1,420 square miles and serving 1.8 million residents, we're committed to transformational change and delivering better quality at lower cost. Recognised in the top three of the latest IMPOWER index for productivity, we ensure everyone matters in Everyone's Essex <https://www.essex.gov.uk/about-council/plans-and-strategies/our-vision-essex/everyones-essex>

With flexible working options and a focus on innovation, whether you are looking to develop your career or contribute to the local community, Essex is the ideal place for you.

If you are interested in finding out more about this role, please view the full advert and apply at

<https://workingforessex.com/apply/trading-standards-operations-manager-19695>

Closing date: Sunday 29th June 2025



Essex County Council