# Job description

### Structure information

Job title: Trading Standards Apprentice

Reports to job title: Trading Standards Team Leader

Directorate: City Operations

Division: City Infrastructure

Section: Regulatory Services

### Job purpose

To train and develop to become a qualified Trading Standards professional, whilst supporting the Trading Standards service, enforcing and providing advice and guidance on a wide range of legislation under the supervision and guidance of qualified officers to ensure there is a fair and safe trading environment. This work will focus on but is not limited to vapes and tobacco products.

To undertake the [Trading Standards Professional](https://www.instituteforapprenticeships.org/apprenticeship-standards/st0998-v1-1) Level 6 Apprenticeship

### Principal accountabilities

1. Commit to a programme of study to successfully obtain the Trading Standards Level 6 apprenticeship
2. To work towards being able to undertake the duties of a Trading Standards professional, as defined by the 15 duties contained within the [Trading Standards Apprenticeship Standard](https://www.instituteforapprenticeships.org/apprenticeship-standards/st0998-v1-1)
3. Contribute to the work of the Trading Standards team by assisting officers through compliance and enforcement of legislation including advice to businesses and working with partner organisations.
4. Learn to keep full and accurate records of work undertaken and follow all administrative practices and procedures as required, using I.T. software packages and analysis of data.
5. Learn skills in order to maintain and update the intelligence database, including obtaining, recording, reporting, and disseminating intelligence.
6. To learn to design and present education packages to meet specific community requirements in order to protect vulnerable consumers. Work with stakeholders to ensure that safeguarding obligations are being met, as well as National Trading Standards Scams team and the police to ensure that the most vulnerable consumers are protected.
7. Under the supervision and guidance of other members of the Trading Standards team investigate and take appropriate action regarding complaints and intelligence to ensure legal standards are being met and legislation is being complied with. This may include advice, interventions and mediation, commencing criminal and civil action, issuing of formal notices of non-conformance and seizure of goods and documents. Actioning referrals to other council services or enforcement agencies.
8. Physical activity that will include the moving and handling of seized goods and other equipment.

### Functional Skills

**Functional Skills**

English and Maths - Where an apprentice is16-18 at the commencement of the apprenticeship, if the relevant English and Maths level has not been achieved or cannot be evidenced, the apprentice will be expected to work towards Functional Skills in these areas during the apprenticeship. This does not apply to 19+ unless it is a specific requirement of the apprenticeship or requested.

**Please note**, if the role requires a certain Level of English and Maths as an Essential Criteria, this will be listed on the Job Description under Education, Qualifications and Knowledge and will be a requirement to apply and not be able to be studied.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

### Essential criteria

#### Job-related education, qualifications, and knowledge

#### Five GCSE’s grade 9-4 / A\*- C, or equivalent (including Mathematics and English) and

#### Two A levels or Level 3 Diploma or equivalent

#### Skills and abilities

* Excellent communication skills, both verbal and written.  Able to communicate effectively at all levels and to range of different audiences.
* Ability to design and deliver presentations
* Ability to organise and prioritise work to achieve targets within strict deadlines.
* Good understanding of IT including the use of Microsoft 365 packages.
* Ability to maintain accurate and detailed records, electronic and written.
* Ability to deal effectively with difficult situations often under pressure
* The ability to gather and interpret information in order to solve problems
* Ability to be assertive
* Work well with others and contribute positively and enthusiastically as part of a team.
* Experience of dealing with a wide range of people
* Ability to move and handle objects up to 5kg

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.

#### Other requirements

* Able to work outside normal hours as required.