

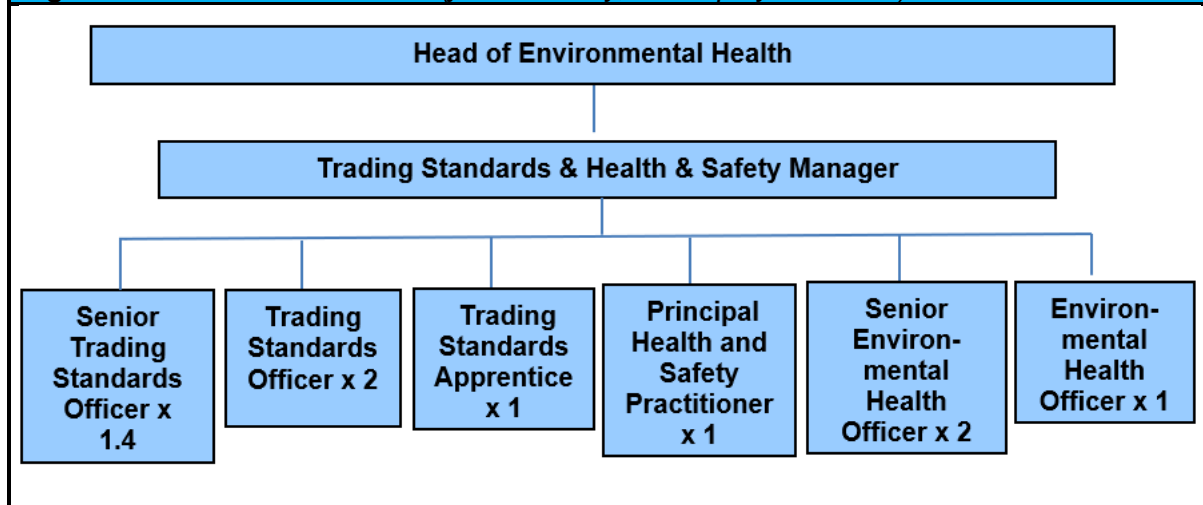
JOB DESCRIPTION

Job title	Trading Standards Apprentice
Directorate	Environment and Neighbourhoods
Service	Environmental Health
Team	Trading Standards
Grade	C

DBS Check Required	Enhanced with Children's and Adults Barred List
Justification for DBS	Regulated Activity with Children and Adults
Politically Restricted	No

Reporting to:	Trading Standards and Health & Safety Enforcement Manager
Employees directly supervised (if applicable):	n/a

Organisational structure chart *(job titles only, no employee names)*



1. JOB PURPOSE:

The Council provides a wide range of [services](#) that support and benefit our residents. We are committed to Putting Communities First, showing Respect, Integrity and Working Together to help make every team's work a success.

As an apprentice you will become an important part of our Council's work. You will, over time, work in varied areas across diverse projects, providing solutions to a range of people and issues. You'll work with a range of internal and external stakeholders including our customers.

Your apprenticeship programme will help you grow in your role and gain valuable skills and experiences for your current and future work. You will spend 20% of your working hours gaining skills and knowledge to work towards the Trading standards professional (<https://skillsengland.education.gov.uk/apprenticeships/st0998-v1-1>) Level 6 apprenticeship standard. This will typically include attending workshops, on-line learning, webinars, coaching or shadowing.

The duration of this role is 42 months which is the typical length of the apprenticeship programme.

The purpose of the job is to:

- a) Support the investigation and management of a reactive caseload of trading standards work to include; inspections, investigating complaints and taking appropriate enforcement action including preparing case files for legal proceedings. Provide advice to stakeholders, such as businesses and consumers on trading standards legislation and legal compliance.
- b) Contribute to trading standards projects and initiatives in response to changes in legislation and/or emerging trading standards issues.
- c) Contribute to the delivery of the council's objectives and priorities.

2. KEY RESPONSIBILITIES

- a) Commit to a programme of study including in-house training, and formal study to successfully obtain the relevant qualification offered by the Chartered Institute of Trading Standards (CTSI) and/ or the Institute of Apprentices (IoA) (currently NVQ level 6) within the time stipulated by CTSI/ IoA and the Council. Develop and maintain a general knowledge and competency within the Trading Standards field of work.
- b) Manage time to ensure workload and professional development is effectively managed and targets are achieved on time, and to agreed standard.
- c) Actively contribute towards the delivery of the Trading Standards service by working proactively on delegated tasks, assignments, and projects. Some out of hour's work may be required.
- d) Accurately input data into computer systems, databases and spreadsheets and process and retrieve data as needed to ensure that records can be relied upon in any legal proceedings.
- e) Liaise with colleagues and other stakeholders, adhering to information sharing requirements by following the principles of the NTS National Intelligence Model, where appropriate, contributing and complying with local and regional tasking requirements and ensuring information handling procedures are properly followed.

- f) Under supervision, advise consumers and businesses on applicable consumer protection legislation in relation to the buying, selling, renting, and hiring of goods and services. Provide advice to businesses, orally and/or in writing, communicating messages clearly and appropriately, on their rights, duties, and obligations under Trading Standards legislation.
- g) Support officers to carry out enforcement duties including the collection and collation of evidence, making of contemporaneous records for evidential use, preparing reports, drafting formal notices, preparing cases for prosecution, and attending court as a witness as necessary.
- h) Under supervision, receive complaints and enquiries from consumers, businesses, and internal and external stakeholders and undertake inspections, visits, investigations, as necessary.
- i) Undertake test purchases, take samples, and assist with the examination and testing of goods as to support enforcement investigations and compliance monitoring.
- j) Understand, interpret and apply the council's policies and procedures to your work and follow relevant Council operating procedures including keeping relevant parties informed of progress, and maintaining up to date case records.
- k) The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet in order to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Please note: Level 2 English and Maths will need to be achieved, if not already, prior to taking the end point assessment (EPA) for your apprenticeship, only if you are 16-19 years old. Have achieved a pass in English and Maths at Level 1 or above, GCSEs or equivalent. Typically, candidates will have achieved a grade C or above in at least five GCSEs and/or A levels or equivalent. They may also: • have a lower-level Apprenticeship. • have other relevant qualifications and experience.
C	Skills, knowledge and experience • Awareness of the role of Trading Standards and local government • Knowledge and experience of using IT including Microsoft Office (particularly Outlook, Word, Excel) • Able to undertake self-study and learning without supervision and commit to personal and professional development • Able to work effectively under supervision • Strong ability to communicate clearly using a range of methods • Excellent administrative and organisation skills, able to prioritise workloads and meet deadlines. • Good attention to detail. • Can work within procedures and policies effectively and efficiently. • Able to use initiative and judgement to resolve problems effectively and obtain a satisfactory conclusion. • Able to work well with others and can contribute positively and effectively as part of a team

	• Willing and able to participate in work duties outside the normal hours of work with prior arrangement
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included. • I can see how my views have been taken into account. • I can see improvements and developments based on my input.
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs.

	Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued.
G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.