

Role Title	Trading Standards Apprentice Level 6
Job Family	Regulatory Services
Competency Level	Trainee
Pay Scale	Apprenticeship Level 6
Purpose To contribute to the effective and efficient delivery of the Trading Standards Service in accordance with relevant legislation, allocated resources and best practice. To train for the Level 6 Trading Standards Apprenticeship qualification. Initially working in a supporting capacity, the trainee will be given more responsibility as their competency levels increase. The role Incorporates both on-the-job and off-the-job training and the post holder is expected to successfully complete the qualification within 29 months.	
Generic Accountabilities	End Results/Outcomes
Under the supervision of a designated mentor, plan, investigate and manage a limited caseload of trading standards work to include inspections, investigating complaints and taking appropriate enforcement action where necessary including the preparation of case files for legal proceedings. Complete all apprenticeship modules, portfolio work and training activities within required timeframes.	The service is delivered to the quality, organisational and professional standards required. Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints. Successful completion of the Level 6 Trading Standards Professional Apprenticeship and End Point Assessment.
To undertake trading standards projects and work on specified initiatives as allocated and contribute to the development of procedures and policies in response to changes in legislation and/or emerging trading standards issues.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
To contribute to and implement the illicit tobacco control strategy with particular focus on: Enforce the legislation around tobacco control and to take appropriate action where non-compliance is identified.	Communications are clear, well planned and effectively targeted. The ability to understand and interpret legislation, advice, information, within the area of responsibility. To carry out less complex inspections which are managed through to a satisfactory conclusion. Risk to the Council is minimised.

Engage with local communities, businesses, schools and other stakeholders in combating the supply of cheap and illicit tobacco products and the supply of tobacco products to underage consumers.	Projects are delivered to agreed specification, timescales and budgets.
Supports the delivery of Trading Standards and consumer protection services.	Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, community links and communicate effectively with internal / external organisations / partners and stakeholders.	Specialist work area reputation is maintained. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders. Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job-specific Accountabilities	End Results/Outcomes
To contribute to the formulation, development and implementation of plans to ensure the continued improvement of Trading Standards services.	Support the delivery of Trading Standards and Consumer Protection Services through inspections, investigations, test purchasing and enforcement activities.

To follow a course of study, to achieve the NVQ level 6 Trading Standards qualification. Time will be allocated out of the normal working week, to attend training sessions and to complete any written exercises and coursework that is required.	Successful completion of the Level 6 Trading Standards Professional Apprenticeship and End Point Assessment.
To be responsible for own personal development, and to take part in training as and when identified or requested.	Maintaining personal and professional development to meet the changing demands of the job and participating in appropriate training/development activities.
To understand the Council's Equal Opportunities Policy.	Council's Equal Opportunities Policy complied with and implemented.
Nature of Contacts	
Typically involves officers across the authority, along with external agencies and organisations. May involve direct contact with members of the public. Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.	
Procedural Context	
Act within guidelines and standard procedures with discretion to organise work to meet service delivery requirements. Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.	
Resourcing	
Budget Responsibilities: None. Supervisory Responsibilities: None.	

Knowledge, Skills and Experience

- A willingness to study towards achieving the level 6 Trading Standards apprenticeship qualification
- Prepared to work flexibly to meet the needs of the service, including with other teams and other geographical locations, as and when required
- Interest in developing a career in the field of Trading Standards
- Maintain confidentiality at all times
- Experience in self-study and learning without supervision
- Able to work effectively under supervision
- Experience in using information technology
- Excellent written, oral and presentation skills
- Good organisational and time planning skills, and the ability to prioritise and manage workload
- To demonstrate an ability to research information and to produce clearly written and easily understood reports for departmental and Council consideration and an ability to produce evidential reports for Court hearings
- Ability to demonstrate an extensive knowledge in the use of Windows based IT packages including Word, Powerpoint, Excel and use of email and internet, including online open resource investigations and research, as well as an ability to input and extract data and produce reports
- Able to work as part of a wider team and individually as required
- Able and willing to follow instructions and learn new tasks and skills
- A basic understanding of the role of Trading Standards and other local authority regulatory services

Indicative qualifications

- Minimum 2 A levels grades A-C or equivalent.
- Minimum B in Mathematics and English at GCSE level. Or Level 6 at GCSE