

Role profile

Job Title:	Trading Standards Apprentice	Grade:	5 - 6
Department:	Environmental Health & Trading Standards	Post no.:	
Directorate:	Housing and Environment	Location:	Perceval House

Role report to:	Trading Standards Team Leader
Direct reports:	None
Indirect reports:	None

Job description

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

Purpose of role

- To successfully complete the Level 6 Trading Standards Professional Apprenticeship working alongside experienced colleagues on a range of supervised duties.
- Assist in the delivery of the Trading Standards Service by delivering a range of enforcement and advisory duties commensurate with the development stage of the apprenticeship programme that contribute to the work of the service, and to the aims and objectives of the Council as a whole.
- Support the work of the Service by accompanying officers on visits and carrying out directed tasks such as making test purchases, scheduling evidence and obtaining witness statements.
- Participating in the enforcement process and attending at Court as necessary and after appropriate development of skills and competencies act in an investigating officer capacity on suitable matters, under guidance.
- You may be required to occasionally lift or carry heavy items, for example carrying bags of seized evidence.
- Attend all necessary training activities as well as undertake your Trading Standards duties to support the delivery of the Service.

Key Accountabilities

Grade A (Grade 5)

1. To commence and undertake the specified level 6 apprenticeship to achieve a nationally recognised qualification as a trading standards practitioner.
2. To attend meetings and/or training as set out by the training provider at the start of the apprenticeship.
3. To gather evidence as instructed by the training provider in order to compile relevant portfolio evidence for end point assessment.
4. To support investigations, inspections, testing, sampling, and other duties as may be necessary
5. Contribute to the preparation of cases for enforcement and prosecution proceedings and any investigations conducted on behalf of the service, which may include attendance at a Court or Tribunal.
6. Maintain accurate records of inspections, investigations, enforcement actions, and other relevant activities using contemporaneous notes and the Councils database.
7. Under appropriate guidance and supervision, undertake duties which deliver a professional service to the public and a range of external clients, ensuring compliance with statutory responsibilities and meeting service standards.
8. Responsibility for handling and processing Trading Standards data and information.
9. To participate in meetings and working groups as required
10. Always act in accordance with the Council and Team procedures and with regards to Health and Safety generally and more specifically, personal safety of oneself, colleagues and everyone else.
11. Support the Team Leader and other officers as directed or required and where relevant key internal and external partners/agencies.
12. Ensure that every aspect of personal conduct and service delivery is in accordance with as well as in the spirit of legal requirements, local and corporate procedures, instructions, guidance and policies including Ealing's Equality & Diversity and Dignity at Work policies, Customer Care Standards etc.

Grade B (Grade 6) - In Addition to Grade A Accountabilities

13. Successful completion of 24 months of the 36-month apprenticeship.

14. To work towards undertaking independent practitioner work at premises and undertaking independent casework including inspection, investigation and project work in the field.
15. On reaching demonstrable competence respond to service requests and give accurate advice to members of the public, residents, businesses, consumers and organisations regarding Trading Standards matters.
16. Undertake independent casework including inspection, investigation and project work in the field. This will include lone working.
17. Undertake legal investigations using a range of enforcement options to ensure the most appropriate outcome is achieved for stakeholders in line with service enforcement and community support policies.
18. Contribute to the work planning process.
19. Work towards and successfully commence the gateway and end point assessment period.
20. Ability to appropriately work in and manage own wellbeing and health and safety in physically risky and dangerous situations, structures, and environments; including working where the risk of exposure to infectious diseases, physical, chemical, biological and psychosocial hazards is heightened sometimes outside of core hours including early morning, late evenings and weekends.
21. Remain up to date and compliant with relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

Key performance indicators

- Punctual and comprehensive response to, and resolution, of service requests
- Inspection and assessment of areas, premises and properties to identify hazards, defects and non-compliance
- Instigation of enforcement action where appropriate to achieve positive outcomes
- Timely achievement of targets and work programmes
- Carrying out work to the applicable legislative and departmental standard
- Accuracy and reliability of work including record keeping and updating information systems

Key relationships (internal and external)

- Other Council Staff
- Ealing residents
- Ealing business community

- External organisations e.g. Police (including cadets) · HMRC · Chartered Institute of Environmental Health · Department of Work and Pensions · Department for Business, Energy and Industrial Strategy · Members of Parliament · EU Market surveillance authorities · London Fire Brigade · Safety at Ports Teams · Court Officials · Members of the public · Community Groups and the voluntary sector · Food Standards Agency · Health & Safety Executive · Business Improvement Districts, and other professional bodies
- Central Government Departments, London Mayors Office, and other local authorities.

External Consultants and Technical Advisors.

- Work collaboratively with staff in the team, other internal and external services, partnerships, and external agencies.
- Responsible for evidence handling (including in criminal and evidential contexts).
- Ensure the legal work meets appropriate standards. Act as an Authorised Officer of the Council under relevant legislation.

Person specification

Essential knowledge, skills, and abilities

Grade A (Grade 5)

- 1.** Ability to undertake the required to study towards and achieve the Trading Standards professional apprenticeship within 36 months with a proven willingness and commitment to study.
- 2.** Experience in a Trading Standards or other regulatory setting.
3. An understanding of the need for and the aims of regulation in the context of a modern Trading Standards Service.
- 4.** Good interpersonal skills with experience of customer service, and the ability to remain calm under pressure.
- 5.** Ability to express yourself clearly verbally and in writing, in a manner suitable for the audience, including using relevant IT packages.
- 6.** Ability to deal with others sensitively, especially vulnerable people, maintaining confidentiality as appropriate. To ensure that data protection requirements are complied with.
- 7.** Ability to interpret and apply basic legislation and similar documents.
- 8.** Ability to investigate complaints and offences, prepare concise accurate information reports and give evidence in court or tribunal proceedings.

9. Basic IT skills and the ability to record and assess information accurately. The ability to learn how to use new systems.
- 10.**Flexible approach to work tasks and willingness to work outside normal weekday office hours as necessary
- 11.**Hold a valid UK Driving Licence and willingness to drive in the course of trading standards duties.
- 12.**Self-motivated team worker able to work well with colleagues and partners, and also to work on their own initiative with minimum supervision.

Grade B (Grade 6) – In Addition to Grade A:

13. Successful completion of year 2 of the Trading Standards Apprenticeship.
14. Understanding of investigatory powers, including evidence gathering.
15. Ability to record accurate contemporaneous notes to be used as potential evidence in accordance with Police and Criminal Evidence Act 1984.
16. Successful completion of specialist modules in relation to applicable laws and enforcement of tobacco products and vapes.
17. Demonstratable experience and knowledge in the enforcement of illegal tobacco products and vapes.
18. Evidence of proactive and reactive work in relation to tobacco control, including investigation, seizure, and formal interview in accordance with PACE 1984.
19. Demonstratable competency to undertake independent casework including inspection, investigation and project work.
20. Commencement of a 2nd specialist module from, Product Safety, Weights and Measures, Food, Animal Feed, Animal Health and Welfare. Module 2 will be in accordance with service needs
21. Work towards and successfully commence the gateway and end point assessment period.
22. Respond to service requests and give accurate advice to members of the public, residents, businesses, consumers and organisations regarding Trading Standards matters.

Essential Qualifications

- ** GCSE passes in English and Maths and one other subject at Grade 4-9 or equivalent and two A-level passes / NVQ Level 3 or equivalent.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they'll do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards