

Job Description

For Apprenticeship Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Apprentice Trading Standards Officer	JEID	X0002
Salary Grade:	Apprenticeship Pay Scale		
Team:	Trading Standards		
Service Area:	Trading Standards Service – Community Services		
Primary Location:	TS HQ, Old Budbrooke Road, Warwick, CV35 7DP		
Political Restriction	This position is not politically restricted.		
Responsible to:	Team Manager		
Responsible for:	N/A		

Role Purpose

Working 37 hours a week the role will assist the Trading Standards Service and Trading Standards professionals with a range of responsibilities and duties designed to enable the post holder to learn, experience, and ultimately demonstrate the competencies required to progress into a further role within the service upon completion of the apprenticeship.

The skills, knowledge and behaviours developed in this post will enable the post-holder to complete the Level 4 Regulatory Compliance Officer apprenticeship.

Role Responsibilities

The post holder will be expected to carry out any of the following duties:

- 1) Under a learning agreement, apprenticeship exams and complete portfolios to gain a qualification as a Regulatory Compliance Officer.
- 2) Assist with inspections of businesses / products, under the supervision of officers.
- 3) Take samples or conduct test purchases of goods / services under supervision
- 4) Identify simple complaints / infringements and enter onto a Trading Standards Database for tasking.
- 5) Under supervision, prepare draft written advice for consumers and businesses to enable them to comply with relevant legislation.

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- 6) Assist officers with investigations as directed, seizing goods, completing evidence continuity records and checking files / statements.
- 7) To participate in project work & surveys as directed by officers.
- 8) To input records of contacts with businesses and consumers, intelligence logs onto manual & electronic databases.
- 9) To assist officers in their duties, this may include lifting/moving of testing equipment.
- 10) To work flexibly under the council's flexi-time system, and be willing to work on weekends, early mornings or late evenings.
- 11) Be prepared to travel around the county visiting a variety of premises including outdoor markets, and further afield as necessary.
- 12) To be aware and implement the Service's procedures relating to Health & Safety, customer service and equal opportunities.
- 13) To maintain regular contact with line manager, trainer and mentor.
- 14) To undertake any other duties as required which are commensurate with the grading of the post.

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Level 3 qualifications e.g. A Levels, Advanced Apprenticeship / NVQ, FE course or equivalent	A / D
Hold a minimum of five GCSEs (Grades A-C / 9-4), including English Language and Mathematics	A / D
Able to communicate effectively.	A / I
Is consistent and accurate in their work	A / I
Ability to organise and prioritise tasks	A / I
Ability to research basic consumer law and draft responses for consumers and businesses	A / I
Demonstrate sincerity, empathy, and professionalism in dealing with customers	A / I
Willing positive member of a team, pro-actively supporting colleagues to achieve team objectives	A / I
Demonstrate motivation and commitment to learn & develop knowledge and skills	A / I
Have sufficient competence for day to day use of IT, namely email, online services, electronic databases, and Microsoft Office Applications	A
Acceptance to complete formal apprenticeship training to level 4	A
The ability to organise own travel requirements to attend work settings and training as and when required	A / I

Desirable Criteria

Assessed By:

A desire to undertake a career in Trading Standards / Intelligence related services	A / I
Any experience of working in a local authority	A / I
Evidence of self-development, for example participation in extra-curricular activities such as Duke of Edinburgh Award, National Citizenship Service, or charity work	A / I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input checked="" type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input checked="" type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input checked="" type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input checked="" type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	