

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Trading Standards Officer Apprentice (Trading Standards Professional -Apprenticeship Level 6)

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



**West
Northamptonshire
Council**

Purpose and impact:

We are seeking an enthusiastic and self-motivated person to work as a Trading Standards Officer apprentice within the Trading Standards Team at West Northants Council.

The Service is primarily a consumer protection and fair-trading enforcement service, enforcing a wide range of legislation. In addition to enforcement and regulatory responsibilities, the Service provides advice and information to businesses to make them aware of their rights and obligations.

The work of the service contributes to all the customer outcomes of the Council. Outcomes are achieved through a mix of prevention, use of intelligence on a risk assessed basis and enforcement to ensure compliance.

We promise a varied and interesting workload to ensure compliance with Trading Standards legislation and related standards through the delivery of outcomes which protect the community and secure business compliance. You will be responsible for managing a caseload of complaints along with undertaking business inspections and being involved in sampling surveys. You will also be required to study for, and achieve, the Level 6 Trading Standards Professional Apprenticeship. You will be fully supported by your colleagues in your journey to becoming a qualified Trading Standards Officer.

The role will be based in Northampton, and flexible working is supported. It will be expected that the successful candidate can attend the office, or other locations, with some out of hours working required from time to time.

Accountable to:

This role is accountable to a Trading Standards Manager. The role sits within Regulatory Services, part of the Resources Directorate in West Northamptonshire Council.

Responsibilities:

1. The role requires a commitment to study and successfully complete the Level 6 Trading Standards Professional Apprenticeship.
2. To respond to complaints and reports of non-compliance in line with Service policies. Inspect businesses to determine compliance with relevant legislation and deal with infringements that are identified.
3. To investigate alleged offences in accordance with legal requirements and compile reports. Represent the Service throughout the enforcement processes and provide evidence in court when required.
4. Lead and undertake proactive surveys and projects, including test purchasing exercises. Examine goods and obtain evidence of non-compliance to enable effective enforcement.
5. To work effectively with partners, including the gathering, use and sharing of intelligence, to achieve relevant outcomes.
6. To contribute to community protection initiatives which help the public to protect themselves.

7. To ensure Service policies and procedures are met in relation to the matters above.
8. Demonstrate awareness/understanding of other people's behavioural, physical, social and welfare needs.
9. Ensure that reasonable care is always taken for the health, safety and welfare of yourself and other persons, to ensure compliance with policies and procedures relating to health and safety within the service.
10. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to achieve the Trading Standards Professional Level 6 apprenticeship with modules to be decided by agreement and in line with Service needs.	Essential	A, I
Ability to understand and interpret relevant legislation and standards.	Essential	A, I
Energy, resilience and ability to work under pressure and show initiative. Positive attitude, particularly to change.	Essential	A, I
Ability to use IT applications, including Office 365 (Teams, OneDrive etc.)	Essential	A, I
Ability to research and analyse complex work / cases to solve problems and make decisions.	Essential	A, I
Excellent written and verbal communication skills. Including the ability to write letters, reports and emails to communicate with customers, elected members, officers and others.	Essential	A, I
Customer focussed with a confident and courteous manner when dealing with customers.	Essential	A, I
Enthusiasm and commitment to achieving tasks required to complete the apprenticeship.	Essential	A, I
Able to work on own initiative and as part of a team.	Essential	A, I
Flexible approach to working hours and environments (required to work outside the office in differing locations depending on duties).	Essential	A, I
Commitment to quality and identifying improved ways of working.	Essential	A, I
Delivering goals within defined timescales and to agreed standards.	Essential	A, I
Ability to travel to different locations	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Awareness of the role of Trading Standards.	Essential	A, I
Knowledge of Consumer Law.	Desirable	A, I
Knowledge of enforcement procedures, law and guidance.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Collection, analysis and use of data to inform evidence-based judgements.	Essential	A, I, T
Experience of prioritising and working to tight deadlines.	Essential	A, I
Experience of criminal law enforcement and dealing with confrontational situations.	Desirable	A, I
Experience of working in accordance with policies and procedures.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Minimum of 5 GCSE grades 9 to 4 (A* to C), or equivalent, including English Language and Mathematics.	Essential	A, D
Minimum of 2 A Levels or equivalent.	Essential	A, D
Full UK driving licence.	Essential	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week	Primary work base:	Northampton
Job family band:	Band 6	Worker type:	Part-flexible
Salary range:	£27,362 to £37,067* (*when qualified)	Budget responsibility:	None
People management responsibility:	None		

Working conditions & how we work:

A driving licence is essential as the job holder will be required to travel to various locations to undertake operational activities, professional development and attend meetings. The role does involve some manual handling and will include lifting weights of up to 25kg.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	We get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	We respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	We encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	We believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

