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| Service and job specific context statement |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Growth, Planning and Trading Standards |
| **Post title:** | Regulatory Compliance Apprentice |
| **Grade:** | C |
| **Responsible to:** | Head of Section or Divisional Officer |
| **Staff managed:** | None |
| **Date of issue:** | January 2019 |
| **Job family:** | **P&T - Professional & Technical**  |

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| Job context |
| The Trading Standards Service is part of Growth, Planning and Trading Standards (GPTS) within the Business and Environmental Services Directorate. The core work of the Service is:* To protect communities from unfair, unsafe and criminal trading practices.
* To provide high quality advice and support to North Yorkshire’s consumers, communities and businesses.
* To work with the agricultural sector to control the risk of animal infectious diseases and promote the health and welfare of farmed animals.
* To improve Health & Well-being within the County’s communities by reducing the sale of alcohol, tobacco and other age restricted products to minors.
* To enforce heavy commercial vehicle weight restrictions protecting historic road bridges from structural damage and enhancing the environment for local communities.
* To enforce the provisions of Safety of Sports Grounds legislation at sports stadia within the County.
* To ensure the safe storage of petroleum and explosives within the County.

This role involves spoken communications so a confident use of English language is required.The post holder will be expected, when necessary, to carry out any duties relevant to the post and its grade as designated by the Head of Section or Divisional Officer including planned and unplanned work outside normal working hours including evenings, weekends and bank holidays. |
| Job specifics |
| The post holder will complete placements in Business & Consumer Services; Farming, Food & Health; and Multi-agency Safeguarding within the Trading Standards Service, undertaking a range of activities including: assisting in the inspection of trade premises and searches at trade and residential premises; cataloguing of seized goods and documents; test purchasing of informal samples and assisting in the taking of formal samples; transporting samples to test houses or police laboratories; assisting in the taking of statements from complainants and other witnesses; completing intelligence reports and inputting to the intelligence database; updating the trader and complaints database and producing reports for use by managers; working with partners such as the Police or Fire Service. |

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| **Structure** |

The Trading Standards Service also has its own digital forensics laboratory (NYTech) and hosts the Yorkshire and Humber Trading Standards Group Regional Intelligence Unit, and the National Trading Standards e-Crime team in partnership with City of York Council. The post holder may have the opportunity to shadow the work of these teams on an ad hoc basis but will not be required to undertake a placement with them.

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| Job Description |
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| Job purpose | To provide support and assistance to the trading standards service and its officers in relation to investigation, advice, inspection, safeguarding and any other of its statutory or discretionary functions as required. The role will require the post holder to develop a range of skills and knowledge through work experience and block release whilst working towards the regulatory compliance officer level 4 apprenticeship. This is a fixed term apprenticeship of two years.  |
| Operational management | * Assist enforcement staff in carrying out inspections, investigations and other enforcement or administrative activities in relation to trading standards or related functions for which the Service is responsible.
* Provide information (including signposting), guidance and advice to businesses on legislative requirements.
* Undertake test purchases in retail premises and online in accordance with Service procedures and legal frameworks.
* Take informal and formal samples in accordance with statutory requirements and codes of practice.
* Maintain records of activities undertaken for criminal investigations in line with the Criminal Procedure and Investigations Act 1996.
* Give evidence as necessary in criminal or civil proceedings arising in the course of duties of the post holder.
* Carry out any other duties relevant to the post and its grade as designated by the Head of Section/Divisional Officer as appropriate including planned and unplanned working out of hours, weekend and Bank Holiday work.
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| Communications | * Communicate verbally and in writing with consumers, businesses and partners at all levels.
* Use social media to communicate with sellers of regulated goods and services, and to communicate general advice, information and alerts to consumers, businesses and partners.
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| Partnership / corporate working | * Liaise and work in partnership with colleagues and other enforcement agencies outside the Service as is deemed necessary to carry out the function of a regulatory compliance apprentice.
* Liaise with members of the public, traders, other County Council departments and other external bodies who seek advice, guidance or assistance in relation to trading standards legislation.
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| Resource management | * Responsibility for any specialist inspection equipment used by the post holder to carry out their duties including the safe use and storage and to ensure that it is maintained in a safe working order.
* Where during the course of the post holder’s duties evidence is seized or otherwise obtained ensure that the said evidence is identified, recorded and securely stored until such times as it is returned or forfeited or destroyed.
* Take reasonable care for the post holder’s health and safety and that of other persons who may be affected by the performance of the post holder’s duties, and where appropriate to safeguard the health and safety of all persons and premises under the post holder’s control and guidance in accordance with the provisions of Health and Safety legislation, and Authority and business codes of practice and procedures.
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| Systems and information  | * Input and update data to the Service’s databases in an accurate and timely manner.
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| Safeguarding | * Identify any safeguarding issues in relation to individuals in contact with the service including witnesses, victims, and offenders, and bring to the attention of a Service manager to enable a referral to other agencies / services, as appropriate.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Awareness of the role of Trading Standards.
* Awareness of data protection and information security.
 | * Role of regulation in the business environment and for consumer protection.
* Legal frameworks and powers.
* Legislation relevant to trading standards and consumer protection.
* The roles and responsibilities of partner organisations, such as the Police, the Advertising Standards Agency or the Competition and Markets Authority.
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| Experience* Demonstrable experience of working on own initiative.
* Demonstrable experience of working or volunteering in a customer facing role.
* Regular use of the internet as a research tool, to run social media accounts and to buy goods and services.
 | * Experience of working in an office environment.
* Experience of data inputting ensuring accuracy and confidentiality.
* Experience of office applications including work processing and spreadsheets.
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| Occupational Skills* Ability to collect and analyse data.
* Ability to work to deadlines.
* Ability to work constructively as a member of a team.
* Ability to use negotiation skills to achieve an objective.
* Ability to converse at ease with customers and partners and provide information in accurate spoken English.
 | * Ability to provide information, advice and guidance to businesses.
* Audit skills.
* Ability to work under pressure.
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* A good standard of education including literacy and numeracy at level 2 or equivalent.
* On successful completion of this apprenticeship, the post holder will gain a level 4 Regulatory Compliance qualification which is equivalent to the first level in the Trading Standards Qualifications Framework.
 | * Level 2 or 3 in Law or equivalent.
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| Other Requirements* Ability to travel across the County.
* Ability to work occasional evenings or weekends.
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.