

Job Profile Information: Apprentice Trading Standards Officer

Job Title: Apprentice Trading Standards Officer

Job Grade: Level 3 Zone 2 (Level 5+ Apprenticeship)

Salary Range: £31,469

About Camden

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. The role of a trading standards officer is to be part of a team that strives to create a fair and safe trading environment that is healthy, strong and inclusive.

About the Role

You will deliver effective trading standards tobacco and vape enforcement, partnerships, scam and community support work with some enforcement, leading on investigation and resolution of complex cases. Covering fair trading, product safety, alcohol, tobacco issues. Visiting trade premises, ensuring legal compliance, identifying priorities, risks and impacts. Fostering relationships across a wide range of partners.

This role creates a better future for consumers, community development and their resilience in withstanding and maintaining their consumer choice against scams and fraudulent trading for the benefit of our Camden community. Mitigating against detrimental impacts of illicit trade, including modern slavery, the environment and sustainability, fire, health and safety risks (particularly to vulnerable members of the public), the socio-economic impacts on those industries that comply with the law, and consumers affected by it, and the culture of illegality and any associated anti-social behaviour, on tourist, evening and weekend economies.

Training Requirements

- To follow a course of study, lasting around two-four years, to achieve the NVQ level 6 Trading Standards qualification. Time will be allocated out of the normal working week, roughly 20%, to attend training sessions and to complete any written exercises and coursework that is required
- To participate in the Review process; to help identify your own training and development needs and occasionally those of others.
- To maintain and develop professional knowledge to meet the demands of the post and to enhance professional development.
- To provide advisory, supervisory and training functions in respect of less experienced officers and students and to help with the provision of specialist advice within the post holder's team. To provide formal and informal mentoring and guidance to apprentices and trainees as required.

About You:

- You will undertake a course of study to achieve the NVQ level 6 qualification to become a fully qualified Trading Standards Officer. The postholder will also be expected to identify and request training needs and will be responsible for completing reports relevant to their qualification and End Point Assessment. Targets will be set for the completion of this work during the contract term.
- You will develop skills, knowledge and expertise over the course of four years to contribute to the team objectives and support officers effectively, whilst also being contributed to in your development.
- You will take prompt and effective action in response to local information and intelligence about traders that are not compliant with the law, liaising within the team and appropriate agencies and other industry bodies in getting intelligence and information. Raise awareness with the Camden Community in relation to matters that directly impact them and offer information and advice

to safeguard the vulnerable. Conducting investigations in line with NTS and Camden Plan priorities, enforcement policies including the Regulators Code. Leading operations as you gain skills and expertise, and taking part in other agency operations, where appropriate.

- You will work collaboratively with teams within the council, the police, in partnerships with ACG, Immigration Officers, Camden Town Unlimited and other BIDs where appropriate, monitoring the markets signed up to the British Market Group's Real Deal initiative.
- You will become fully familiar with the range of trading standards legislation, reporting to the Trading Standards Team Leader, and work with them at all times, to meet the team's objectives, following the principles of the NTS National Intelligence Model, contributing and complying with local and regional tasking requirements. Assist the Trading Standards Team Leader in the effective financial management of Trading Standards related expenditure, in line with the relevant Council financial regulations.
- Assist Trading Standards Team Leader in putting together relevant information for, Members enquiries, FOIs, local tasking meetings, prepare and present reports on your work for senior managers and other officers e.g. Legal Services, Public Health partners, ensuring that relevant officers and departments are consulted, that comments are incorporated and decisions implemented within identified timescales.
- On occasion attend appropriate external meetings in connection with this work. May include the London Trading Standards, Public Health strategic meetings. Attend trading standards team tasking meetings and other appropriate joint tasking meetings. Carry out appropriate education/advice campaigns re legislation changes.
- Review and make appropriate submissions on licence applications under the Licensing Act responsibilities of 'Protecting Children from harm' and the 'Prevention of Crime and Disorder', draft Licensing Act reviews where appropriate and attend Licensing Panels or the courts for Licensing Appeals.
- Update all TS systems with work done including meeting response targets, E.g. Flare [Civica], timely intel reports on appropriate Intel databases for NTS. Use online forensic tools. Maintain the forensic laptop.
- Prepared to do out of hours enforcement, for example, with licensed premises. Develop and maintain a vision for quality and continuous service delivery improvements with a strong focus on customer service. Keep up to date with legislative and regulatory developments and produce recommendations and formal briefing notes for consideration by the relevant Senior Managers and the Portfolio Holder, with an awareness of the political implications of the work being done and on occasion liaising with elected members.
- Follow all principles of good GDPR practice and Data Protection Act requirements, including corporate data-handling requirements

- To assist with any other exigencies for the council.

Technical Knowledge and Experience:

Technical Skills / Professional Qualifications / Relevant Education & Training

- 3 A Levels/Degree including Maths & English at GCSE (A)

AND

- A thorough understanding of the role of regulatory services covered by Local Authorities with the ability to apply this knowledge to dealing with trading standards issues including those which require a partnership approach. (A and I)
- Excellent written communication skills in order to write reports and detailed correspondence on trading standards issues in accordance with legislative and organisational requirements. (A, I and T)
- Good IT database skills and experience – (A and I)
- Excellent oral and presentation skills in order to explain legal issues and requirements in respect of trading standards issues to a wide range of stakeholders including businesses and members of the public so that these are clearly understood. (A and I)

Other desirable qualifications and relevant training include law, investigative skills, quality assurance auditing, supervision and management and food safety.

This role is subject to a enhanced Disclosure and Barring Service (DBS) check.

- Essential: Commitment to working towards Level 6 Apprenticeship in Trading Standards over 4 years

- Desirable: knowledge of trading standards and/or consumer protection work with some relevant experience of delivery and training for role requirements
- Desirable: Experience of managing and delivering complex casework and awareness events using own initiative and limited supervision for the enhancement of consumer choice and power, particularly with vulnerable members of the public
- Desirable: a desire and commitment to develop knowledge of enforcement action for failure to comply with requirements of appropriate legislation and statutory notices, including obtaining legal warrants of entry from courts, having progressed cases to court, prepared and given evidence in court.
- Desirable: a desire and commitment to develop full working knowledge of IPA including disclosure, CPIA, Regulator's Code, PACE and Trading Standards legislative powers.
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- Have an understanding of the legislative framework relevant to trading standards and experience in its application to casework in order to:
 - Identify and secure innovative interventions in the investigation of complaints and other enquiries. Select and prioritise work undertaken according to risk and impact.
 - Prepare and write clear reports, specifications and other documentation relevant to legislation and service of notices.
 - Effectively monitor the progress of works/actions required by informal/formal action.
 - Report and recommend enforcement action for failure to comply with requirements of legislation and statutory notices.
 - Attend court, prepare and give evidence as required; and participate in PACE interviews.
- Ability to analyse data to inform leads, decision-making and resource deployment to achieve case resolution.
- A degree of political awareness, including ability to work with publicly elected representatives.
- Demonstrate excellence in customer care and understanding of the role of local government in supporting residents and businesses to access high quality services.
- Experience of working collaboratively with internal and external partners to identify innovative and creative approaches to service objectives.
- Experience of taking an organised approach to own workload whilst dealing with conflicting priorities and ensuring a customer service focused approach.

- Demonstrate diagnostic complex problem solving skills.
- Ability to adapt plans in response to change
- A commitment to developing experience of providing advice on complex cases and ability to act as a mentor for training purposes.
- A commitment to developing experience of managing, organising and coordinating projects, and identify how this has led to a successful outcome.
- Demonstrate knowledge/experience and ability to manage sensitive intelligence and information securely ensuring that data is managed in accordance with the Data Protection Act
- The role will be based in an enabled and empowered team focussed service where all officers are expected to work as one team to assist in the development of a culture where knowledge and experience is shared and responsibility for making decisions on complex issues is shared, where appropriate.
- Experience of maintaining budgets and recording expenses

Work Environment:

- Mixture of office based work at 5 Pancras Square, site visits and attendance at internal and external meetings. The post holder will be required to attend evening meetings or other out of hours' visits or events outside core working hours as necessary.
- The post holder will be expected to work independently and with minimal supervision after sufficient training with the Level 6 Apprenticeship scheme, and will be seen to apply sound judgement, technical expertise and a commitment to delivering excellence and a high quality service to community of Camden.
- The post holder is required to work in a busy and demanding office environment with competing demands and priorities, working flexibly to meet individual and service objectives.
- The post holder will work in an agile way in line with the Council's move to a flexible and paperless work environment, prioritising their own work within the empowered and enabled team culture, recognising and utilising the expertise of others where appropriate.

People Management Responsibilities:

The post holder will be working toward becoming the lead officer and technical expert in a specific area of trading standards and may be required to supervise or mentor apprentices and other support staff as required.

Provide Trading Standards related guidance material and training programmes to internal council departments and partner organisations such as the Metropolitan Police Service.

Oversee the work related to test purchase volunteers (test purchasing, underage sales etc.).

Relationships:

Reports to the Trading Standards Team Leader. Works closely with National Trading Standards and LTS regional intelligence analyst and other appropriate intelligence sources.

This role will be expected to identify, build and sustain effective partnership relationships with colleagues and a range of stakeholders (internal and external to the Council) acting as a point of expertise, which support the delivery of outcomes and meet priorities of the service, London Trading Standards and National Trading Standards.

Key contacts are likely to include:

- Public
- Businesses / business representatives
- Police
- National Trading Standards
- Department of Business, Energy and Industrial Strategy [BEIS].
- Department of Health
- Office for Product Safety & Standards
- Cabinet members and ward councillors
- Directorates and services across the Council

- Other local government and regional authorities, including the Greater London Authority
- Government agencies including, Health and Safety Executive, Public Health England, UK Intellectual Property Office.
- Non-government agencies, for example, Chartered Trading Standards Institute, Citizens Advice Consumer Service.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG,