Job Description

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| **Job Title** | Apprentice Trading Standards Officer (Tobacco and Vapes)  |
| **Grade** | Band A |
| **Reporting To** | Trading Standards Team Leader |
| **JD Ref** | REG0056G(B) |

Purpose

This post is fully funded by the Department of Health and Social Care for a period of 4 years.

Focusing on tackling illegal and underage sales to achieve compliance across a vast range of tobacco and vapes regulations designed to protect consumers, in particular children, whilst also supporting businesses. You will also be working to gain a L6 professional qualification, across all areas of Trading Standards activity

Main Duties And Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.

**Trading Standards Officer Apprentice specific duties & responsibilities:**

* Undertake and successfully complete training against an appropriate Level 6 Apprenticeship Standard, delivered by an approved training provider and achieving the Trading Standards Practitioner (TSP) vocational qualification.
* Spend approximately 80% of their time undertaking duties which will focus on tackling elicit and illegal tobacco and vapes.
* Assist in enforcing Trading Standards legislation via a variety of methods including inspections, projects and targeted advice and/or guidance.
* Assist the Team in conducting investigations into alleged criminal and civil breaches of legislation in accordance with PACE and RIPA.
* Provide assistance to other staff within the Service including the lifting and carrying of weights, the care and maintenance of standards and technical equipment and the testing of weighing and measuring equipment, and the weighing or other measurement of any goods
* Attend court to represent the Council as required in relation to any prosecutions that are undertaken by the Service and assist in the preparation of the case files for Court.
* Deal with any requests for the Service in accordance with the service plans.
* Resolve subsequent issues arising from own work.

**Communication, Engagement and Training:**

* Respond to consumer complaints and business enquiries relating to Trading Standards issues and ensure that these are effectively and efficiently addressed.
* Assist the team in the interviewing of complainants and obtain comprehensive witness statements.
* Liaise with other partner agencies and act as a point of contact for Trading Standards.
* Develop constructive working relationships with colleagues, partners and customers
* Provide basic advice and guidance to consumers and businesses
* Provide and promote a customer focussed service in conjunction with other service providers.
* Ensure engagement with the training provider to successfully complete and obtain the apprenticeship qualification.
* Assist in the preparation of press articles promoting tobacco and vape enforcement work.
* Support the Trading Standards Service in updating its social medial channels.

**Data Analysis and Decision-Making:**

* Undertake special projects under the supervision of the Trading Standards Team Leader, Trading Standards Officers or Assistant Trading Standards Officers.
* Ensure that all systems are up to date and correctly maintained.
* Complete reports for the Senior Manager and contribute to committee reports as required for sign off by the Senior Manager
* Responsible for ensuring accuracy of financial information and statistical data
* Taking due care of Council and Service equipment when on and off site.
* Regularly operate and maintain Trading Standards business support systems (electronic and manual) relating to all Trading Standards work
* Process confidential operational data using any Trading Standards database systems.
* Use database systems to maintain accurate records relating to all aspects of enforcement work and to proactively use the systems as part of intelligence led work assisting the Team in identifying emerging trends and issues to act upon.
* Undertake research work in relation to Trading Standards operations under the supervision of the Team Leader.
* Undertake legal and technical research duties in connection with enquiries, complaints and investigations.
* Solve problems remote from the office base and use persuasive skills to change behaviour.
* Responsible for the processing of GDPR and DPA data, including special category data, to ensure that Management can update the Sanctions Information Database and respond to FOI, MLO, SAR and LGO requests in a legally compliant manner

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
* Work in accordance with the Council’s Enforcement Policy from informal to formal

proceedings. Using persuasive skills to change behaviour.

* Ensure awareness, familiarity and interpretation of the relevant legislation and its application.
* Ensure that workloads are prioritised with strict adherence to Council policy and legislation

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

**Qualifications**

* Five GCSE passes (including English and Maths at grade C/4 and above)
* Minimum of two A levels or equivalent qualification
* Required to study towards and achieve the L6 Trading Standards apprenticeship within 36 months.
* *Desirable - Degree or equivalent experience.*

**Knowledge & Skills**

* Commitment to maintain continuous professional & personal development (CPPD).
* Effective use of IT applications such as Microsoft office, excel, word.
* Excellent written and verbal communication skills.
* Ability to work alone or in a team.
* Numerate with good arithmetic skills.
* Proven ability and willingness to study.
* Proven ability to ensure that confidentiality is maintained at all times.
* Flexible approach to work and a willingness to work outside normal office hours as necessary.
* *Desirable – Ability to prepare written reports.*
* *Desirable – A keen interest or experience of working in an enforcement role.*
* *Desirable – Understand, interpret and explain technical detail.*
* *Desirable –* *Ability to problem solve.*
* *Desirable – Awareness of the UK Legal System.*

**Experience**

* *Desirable - A keen interest or experience in investigation of criminal offences and Court appearances.*
* *Desirable - An interest or experience in investigation of criminal and civil offences.*

Additional Information

* Ability to travel across the Borough and work from various locations.
* Work hybrid, with a flexible working approach to accommodate service needs.
* On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Prolonged Repetitive Movements/Actions
* Moving or handling heavy loads
* Working with dust or fumes
* Working with skin irritants /sensitisers
* Working with chemicals (industrial or cleaning)
* Working in a confined space
* Working at Heights
* Lone working
* Working outside
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Driving duties
* Working with children
* Exposure to persons with challenging or aggressive behaviour

Approved By: Gillian Vicary: Senior Managaer – Trading Standards

Date Of Approval: 30/04/2025