



# Post Specification

## Post Specification - Key Information

- **Post Title: Trainee Trading Standards Officer (Entry Level)**
- **Date: May 2025**
- **Post Group Number: 8612**
- **Job Family: Reg and Tech**
- **Job Family Role Profile: RT7**
- **Final Grade: 7**

To be read in conjunction with the job family role profile.

## Service Area Description

The Trading Standards service aims to keep people safe from harm, both physically and financially and to create a level playing field for businesses, supporting both a thriving community and a thriving economy.

The service are responsible for enforcing over 200 pieces of legislation, across areas such as fair trading, licensing, food and farming, health and safety, legal metrology, road traffic, environmental protection and community safety. This role will contribute to the successful regulation across all aspects of Trading Standards service delivery.

## Purpose of this Post

This role will support more senior officers within the service to:

- Help ensure safe, fair, and legal marketplaces, helping businesses succeed and protecting communities.
- Safeguard buyers of goods and services, and the public, against unfair practices in the marketplace.
- Ensure consumers are protected, working with businesses, or taking formal action to ensure compliance with consumer protection and trading standards law.
- Advise businesses to prevent them from engaging in fraudulent and unfair practices to maintain fair and safe trading environments.

Alongside the above duties, the post holder would be required to undertake the Level 6 Trading Standards Professional Apprenticeship (Tobacco and Vapes Legislation). The Apprenticeship will be for 29 months maximum (24 months for learning delivery plus five months for End Point Assessment)

## Key Job Specific Accountabilities

- Undertake the Level 6 Trading Standards Professional Apprenticeship. This may include attending off-site training as needed.
- To work towards being able to undertake the full duties of a Trading Standards Officer, as defined by the duties contained within the Trading Standards Professional apprenticeship standard.
- Under the supervision and guidance of managers, to actively contribute to the work of the trading standards service and its priorities and objectives, in particular but not limited to regulation of vapes, cigarettes and tobacco products.

- To work collaboratively with colleagues within the service area or external partners/agencies, such as Police, Immigration, HMRC.
- Support with enforcing relevant legislation, the carrying out inspections of trading premises and the sampling of products, to ensure that legal requirements are being complied with which will include occasional out of hours working appropriate to grade.
- Provide support, advice and guidance to local businesses to help them develop and grow.
- To actively gather and process intelligence regarding business malpractice, community concerns and breaches of relevant legislation; prioritising complaints and enquiries from businesses and consumers and appropriately respond to/investigate these enquiries, having regard to the Service's policies.
- The postholder, after seeking advice from supervisory staff, must decide whether or not circumstances reveal a breach of the law and then how to deal with any breach appropriately. They will therefore have to exercise creativity and innovation in these circumstances to ensure an appropriate course of action is followed.
- Under the supervision and guidance of managers, undertake investigations, investigate complaints and provide relevant advice and assistance to businesses and consumers, attending court to give evidence, if required.
- To conduct underage test purchasing exercises for age restricted goods to ensure compliance with legislation. During this activity, the post holder will have direct supervision of a child under the age of eighteen. The post holder will be required to transport the minor to and from identified locations.
- Any other duties as may be deemed necessary to carry out the full remit of the role.

*Please note: Annual targets will be discussed during the appraisal process.*

### Key Facts and Figures of the Post

- **Budget Responsibilities:** None.
- **Staff Management Responsibilities:** None.
- **Other:** (Any other relevant facts and figures) None

### Essential Criteria

- **Qualifications:**
  - Minimum of 2 x A Levels (or equivalent Level 3 qualifications) and
  - 5 x GCSE at Grade C / 4 or above (or equivalent) including Maths and English Language
- **Knowledge:**
  - Strong ICT, systems and Excel knowledge and skills and the ability to learn and navigate new systems with ease.
  - Interest in consumer protection, fair trading matters and the role of Trading Standards in public health protection and improvement.
- **Experience:**
  - Ability to prioritise effectively and manage own workload with often competing demands.
- **Expertise:**
  - A team player with a desire to make improvements and ability to adapt, learn and be flexible.
  - Strong interpersonal skills with the ability to communicate clearly, sensitively and confidently with others, including in meetings and by telephone and in reports.
  - Commitment to ongoing self-development and training, including ability and willingness to commit to completion the L6 Trading Standards Professional apprenticeship (Tobacco and Vapes Legislation).

## Disclosure and Barring Service (DBS) Checks

- This post requires a DBS check.
- The level of check required is:
  - DBS Enhanced - Children

## Job Working Circumstances

### **Emotional Demands:**

- The post holder may be involved in dealing with challenging situations and dealing with distressed people.

### **Physical Demands:**

- The post holder may be required to lift and carry equipment, weights and measures and may be expected to work in awkward or confined spaces.

### **Working Conditions:**

- The post holder may be expected to work in adverse weather conditions and be exposed to noise, mildly hazardous substances, dust and chemicals.
- The post holder may be expected to deal with adverse people behaviour including aggression

### **Other Factors:**

- You must be able to travel to and from the work location specified each day and to occasionally travel to locations outside of the Westmorland and Furness area.
- Westmorland and Furness Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to its apprentices.