# Context statement

Job title: Trainee Trading Standards Officer

Directorate/Service/Team: Public Health and Prevention / Trading Standards Team

## Organisation structure

Reporting to: Principal Trading Standards Officer

Responsibility for:

See job description

## Context of work

The postholder will be expected to support the trading standards team in the delivery of their service purpose, specifically, *to provide consumer protection and business advice for an evolving future, recognising and responding to the diverse needs of our service users, creating a fair and safe trading environment.*

A substantial amount of the work of this post will involve the investigation of and giving advice to problem traders that carry out work at, or visit, consumers’ homes. Also investigating and highlighting scams and raising awareness of the issues surrounding doorstep crime and rogue trading, supporting vulnerable consumers where required and safeguarding them from financial abuse.

Complaint handling, investigation; sampling and test purchasing, trader advice, business inspections and Buy With Confidence scheme audits within the post holder’s areas of competence are part of the role. This will be a mix of reactive and proactive work assignments which are intelligence led. Officers are expected to work across teams on certain projects and programmes to meet service needs.

Trading Standards work includes a varied range of regulatory and advisory work in areas including product safety; safe storage of petroleum and explosives; under age sales of alcohol, tobacco and other controlled goods; food and animal feed labelling and composition; animal health, welfare and disease control; fair trading including false claims, rogue traders; scams; misleading prices, counterfeit goods and weights and measures.

Current priorities mean that there will be a strong focus on tackling criminality associated with illicit and illegal tobacco, cigarettes, vapes and other regulated nicotine products as part of a regional and national response to reducing the harms from these illegal activities. Some degree of regional working, and a significant amount of partnership working with external partners will be required, including Dorset Police and HMRC.

The postholder will be placed in one of the three trading standards teams, Complex Investigations, Compliance or Food and Feed Standards for line management purposes, but will be expected to work with colleagues across the service to gain the necessary experience to carry out the full functions of the role.

The postholder will be expected to undertake and complete the [Level 6 Trading Standards Apprenticeship](https://www.instituteforapprenticeships.org/apprenticeship-standards/st0998-v1-1), this will be fully funded by Dorset Council and 20% of your week will be assigned to complete this qualification. The apprenticeship takes 24 – 31 months to complete, plus approximately five months for the end point assessment and is assignment based. Delivery is typically virtual but there will be opportunities to network with other apprentices. Additional specialist examinations may be required and will be directed by the authority. Full support and all the necessary opportunities will be provided to ensure completion of this qualification. Some of the candidates own time may be required.

## Travel requirement

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

For some tasks or journeys, officers may be directed to using vehicles owned or hired by the Council.

## Other information

This post is based in the Trading Standards offices at the County Hall complex, Colliton Park, Dorchester, currently in the East Annexe. Trading Standards’ officers currently operate mainly from home with a move to a hybrid working model, mixing home and office with field work. There are opportunities to work from a base at the Hanham Centre, Wimbourne, or other Council offices occasionally. This could be discussed at interview.

37 hours worked using flexitime and mainly Monday to Friday but with occasional weekend or evening working.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

Information will be given at interview regarding annual leave entitlement.

There is a requirement for the successful applicant to pass NPPV 2 (abbreviated) police vetting.

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| **Context statement prepared by:** | | | |
| Manager | Rachael Holden | Date | 29/04/2025 |