

JOB DESCRIPTION

Post Title: Apprentice Regulatory Compliance Officer (Level 4)	Director/Service/Sector: Place/Housing & Public Protection/Public Protection		Office Use
Grade: Band 2 (1st Year) Band 3 (2nd year)	Workplace: West Hartford Fire HQ and other NCC locations		JE ref: 3572 HRMS ref:
Responsible to: Managers in Trading Standards & Animal Health	Date: June 2022	Manager Level:	
Job Purpose:			
Resources	Staff	None	
	Finance	None	
	Physical	Equipment, vehicles as assigned for specific tasks. Personal IT equipment as allocated by NCC	
	Clients	None	
Duties and key result areas: Undertake Level 4 Apprenticeship training framework in Regulatory Compliance in accordance with the framework for the Regulatory Compliance Officer Apprenticeship, complete any required records and pass the end point assessment. Identify own training needs, liaise with colleagues to complete tasks, identify necessary training, complete all records to show completion of apprenticeship tasks undertaken Develop a general knowledge of the statutory duties and responsibilities allocated to the Public Protection Services . Develop a general knowledge of the roles of the local authority in relation to businesses and other agencies and how those roles interact within the Authority. Assist Licensing and Trading Standards & Animal Health staff in carrying out audits, inspections, investigations and other activities at retail, manufacturing, agricultural and domestic premises, including vehicles and in relation to mobile businesses. Learn to receive complaints and enquiries, to audit and monitor business compliance and write reports following audits. Use of Google software, Civica databases, other software applications as required. Learn to accurately input data into computerised systems, databases and spreadsheets and processed and retrieve data as necessary.			

Learn to provide information, guidance and advice to businesses on how to comply with legislation.

Liaise with County Council staff, residents and clients and other agencies within and without the Council to share information, where appropriate, ensuring that Council policies are properly followed.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements	
<p>Transport requirements: Pool cars, where available.</p> <p>Working patterns: 37 per week. Usually standard hours with some evening and weekend working as required.</p> <p>Working conditions: Office based, visits will be made to retail, manufacturing, agricultural and domestic premises</p>	

PERSON SPECIFICATION

Post Title: Regulatory Compliance Officer Level 4 Apprentice	Director/Service/Sector Place/Housing & Public Protection/Public Protection	Ref:
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> Awareness of the work of Public Protection or Regulatory Services 3 A Level or equivalent passes in relevant subjects GCSE pass at Grade C (or equivalent) in Maths and English language. Full, clean driving licence 	<p>Degree</p> <p>Understanding of data protection principles</p>	Application Interview
Experience		
	<p>Any experience of public protection or regulatory services.</p> <p>Any experience of applying audit processes</p> <p>Experience of working for a business.</p> <p>Evidence of having made a contribution above and beyond the minimum required.</p> <p>Enforcement experience</p>	Application Interview References
Skills and competencies		
<ul style="list-style-type: none"> Ability to work in a flexible and co-operative manner as part of a team. Good oral and written communication skills Good IT skills 	<p>Good customer care skills including the ability to deal confidently and confidentially with residents and business operators.</p> <p>Ability to plan and carry out own work with a reasonable level of autonomy and initiative.</p>	Application Interview References

<ul style="list-style-type: none"> • Ability to make logical, well evidenced decisions. 		
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Ability to carry equipment and to load and unload vehicles • Willingness to work in difficult environments such as dirty houses, industrial and agricultural premises and fields and in inclement weather conditions. • Ability to meet deadlines. 	<ul style="list-style-type: none"> • Ability to plan own work. • Willingness to seek assistance from other colleagues. • Ability to deal with difficult people and situations 	Application Interview
Other		
<ul style="list-style-type: none"> • Able to occasionally work outside of standard working hours as required • Commitment to personal and professional self-development • Commitment to opposing discrimination and supporting equal opportunities. 		Application Interview References

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits