Business Compliance Trainee — Role Profile

Service: Regulatory Services (Specialism as per advertisement) – Place Directorate
Band: Band 1 – SCP 3 (year one) Band 2 – SCP 4 (year two)
Reporting to: Environmental Health / Private Sector Housing / Environmental Protection / Trading Standards Team Leader
Responsible for: No direct reports

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Council's Regulatory Services comprises of a range of teams, including Environmental Health (food hygiene, health and safety, animal health and welfare, and Sports Grounds Safety), Environmental Protection (Pollution), Private Sector Housing, Trading Standards and Licensing. These teams are crucial to the Council meeting its statutory requirements in these areas and the teams provide specialist knowledge and advice in these topics as well as carrying out a range of enforcement activities to ensure compliance with the legislation.

The role holder will shadow officers to gain experience in working in one or more teams in Regulatory Services and assist Officers to undertake their duties and complete projects, as directed.

Your Main Priorities

- Completing the Level 4 Regulatory Services Officer Apprenticeship and participating in a development programme (on-site and off-site) to meet the learning objectives of the apprenticeship/training programme in a timely and professional manner. Completing a learning plan on time, which will include passing exams, submitting workbooks, and providing evidence of continuous personal development.
- Supporting Enforcement Officers in undertaking investigation of complaints, inspections of businesses / properties and undertaking advisory activities.
- Helping make a positive difference to the residents, visitors and businesses in Trafford by ensuring compliance with the relevant regulatory standards.

Key duties

- Undertaking and successfully completing all required training, including the Level 4 Regulatory Compliance Officer Apprenticeship standard within the agreed period of time.
- Learning the technical knowledge and skills required to ensure regulatory standards comply with relevant legislation and taking appropriate enforcement action, building an understanding of relevant policies and best practice within the sector.
- Assisting officers in taking appropriate formal and informal enforcement action, and giving advice to achieve business compliance, in line with relevant Council policies and procedures.
- Being a team player and assisting the team to conduct inspections, assessments, investigations, sampling and low risk audits and interventions to monitor compliance, and taking appropriate follow-up action to secure improved standards.
- Maintaining accurate records which meet GDPR and statutory requirements.
- Attending and representing the Council at relevant meetings.
- Building productive professional relationships, and learning and developing communication skills to enable appropriate and effective communication with a range of audiences, including learning to be assertive in a way that is appropriate, fair and proportionate.
- Providing support and undertaking such additional duties as required.

The following additional duties will be undertaken by an apprentice working in Environmental Health as part of the Regulatory Pioneer Funding:

- Delivering a high-quality customer service experience to business customers and being the first point of contact in the new service. This includes responding to a wide range of ad-hoc enquiries, and where necessary, signposting to open-source information and/or referring them onto, or involving, other Council departments and external agencies.
- Proactively contacting new and existing businesses to offer help and support where appropriate and responding in a timely manner to questions and requests for advice and guidance.
- Promoting sales to suitable businesses and contributing to the service's and team target of commercial income.
- Receiving, handling and accounting for monies in accordance with the authority's financial regulations.
- Assisting the co-ordination of informal interventions and projects within the team, taking responsibility for the development and delivery of any specifically assigned projects which promote business compliance. This may include development and delivery of talks, presentations, displays, drop-in sessions, roadshows (both online and in-person) and other events as appropriate.
- Liaising with the Council's communications team to provide business communication via the website and social media, and assisting in rolling out targeted campaigns across Greater Manchester to encourage businesses to seek business compliance advice and support from the new service.
- Providing telephone duty cover for enquiries into the new service at least one day per week, from 09:00 to 17:00 Monday to Friday.

About You

Qualifications and Professional Development

- Five GCSE's A-C, including English and Maths (or equivalent)
- Commitment to your own professional development

Experience and Knowledge

- Experience of working with members of the public
- Experience of resilience in tough situations
- Awareness of the Councils' responsibility for enforcement of the legislation of the specialist area

Skills and abilities

- A customer-focused and professional approach to all tasks undertaken, and a commitment to keeping the people safe by ensuring compliance with the law
- Ability to prioritise workload to ensure delivery is achieved within timescales set
- Plenty of initiative and an innovative approach to problem-solving
- Ability to build good working relationships with people to enable achievement of the team's objectives
- High level of written and spoken communication skills
- Competent ICT and numeracy skills
- Effective organisational and planning skills

Special Conditions

- Willing and able to travel to sites within the Trafford Borough
- Carry out such duties outside normal working hours as may be required by the nature of the service

• Flexible to work at any administrative site within the Borough as required

Date prepared/revised	New role profile – 14/06/2023
Prepared/revised by	S Whittaker / S Eckersley
Job Evaluation	N/A

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance