

Job Description



Job Title: Trading Standards Apprentice (Level 6)	Service Area: Licensing & Regulation	
Directorate: Environment & Sustainable Transport	Post Number:	Evaluation Number: 7696
Grade: SO1	Date last updated: 21/11/2025	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To support the work of the Trading Standards Service through a structured apprenticeship programme. The postholder will develop foundational knowledge of Trading Standards legislation, consumer protection, and regulatory responsibilities.

The role provides supervised learning opportunities to assist officers with inspections, sampling, investigations, community engagement, and general service duties.

This apprenticeship is designed for individuals at the beginning of their career. No previous Trading Standards experience is required. The postholder will receive full training, regular supervision, and protected study time as part of the approved apprenticeship qualification.

- To develop knowledge of Trading Standards legislation and regulatory responsibilities.
- To support Trading Standards Officers with supervised activities such as inspections, sampling and project work.
- To contribute to protecting consumers and supporting businesses through supervised learning and operational support.
- To assist the Council in meeting its statutory duties by carrying out supervised tasks.

- To promote a safe, fair and compliant trading environment in Newham.

Job Summary

1. The postholder reports to the Principal Trading Standards Officer / Trading Standards Manager or designated supervisor.
2. The postholder has no responsibility for supervising other staff.
3. The postholder will take part in supervised inspections, projects, and learning activities.
4. The postholder may be required to work evenings or weekends as part of supervised operational learning.
5. The postholder is undertaking an approved apprenticeship qualification.
6. The postholder is expected to demonstrate progress and engagement in all learning activities.

Key Tasks and Accountabilities:

1. To be part of a team with the collective responsibility of achieving team and Directorate objectives under supervision.
2. To support the delivery of Trading Standards work by carrying out supervised tasks including sampling, inspections, business visits and project activity.
3. To assist officers in responding to complaints and enquiries from residents and businesses.
4. To carry out supervised research, data gathering and evidence collation to support investigations.
5. To maintain accurate records on systems such as Uniform and IDB ensuring data quality.
6. To assist with promoting Trading Standards messaging, including at community events and business engagement sessions.
7. To provide customer service support, ensuring residents and businesses receive clear and accessible information.
8. To follow all procedures and programmes of work as directed by supervising officers.
9. To assist with preparing simple reports and summaries under supervision.
10. To participate in team meetings, briefings and learning sessions.
11. To help maintain equipment, materials and resources used in Trading Standards work.
12. To handle information confidentially and comply with data protection and safeguarding requirements.
13. To contribute to continuous improvement by identifying learning and service development opportunities.
14. To take part in training, shadowing and skills development as part of the apprenticeship.
15. To work in accordance with Newham's values, policies and service standards.
16. To carry out any other duties appropriate to the level of the apprenticeship as directed by management.
17. To adopt a reflective learning approach and use feedback constructively to improve performance.
18. To take responsibility for personal health, safety and wellbeing and seek support where required.
19. To develop an introductory understanding of risk assessment principles relevant to Trading Standards work.
20. To support quality assurance processes by following instructions during audits or compliance checks.
21. To develop an understanding of the council structure and the role of Trading Standards within wider regulatory frameworks.
22. To assist with maintaining and retrieving case files, evidence logs and digital records in accordance with procedures.
23. To escalate safeguarding, welfare or safety concerns immediately to a supervising officer.
24. To work collaboratively with services such as Police, Licensing, Environmental Health, internal / external partners, and Community Safety during supervised tasks.

25. To take basic notes in meetings, briefings or supervised interviews where appropriate.
26. To prepare documentation, equipment and sampling materials required for Trading Standards activities.
27. To assist with routine administrative duties including appointment booking, filing, scanning and maintaining service logs.
28. To actively seek opportunities for learning, shadowing and development across Trading Standards and wider Regulatory Services.
29. To follow the agreed apprenticeship development plan and take part in scheduled reviews with supervisors, mentors and training providers.
30. To maintain a Professional Development Record (PDR) that captures learning, progress and completed activities.

Other Duties

1. To work outside normal office hours when required under supervision.
2. To attend training courses, including mandatory apprenticeship learning.
3. To undertake any other duties appropriate to the grade as directed by managers.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown.

If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Criteria – Essential	Method of Assessment
KNOWLEDGE:	
Basic awareness of the role of Trading Standards and its function in protecting consumers and supporting businesses.	Application and Interview
Awareness of key Trading Standards areas: product safety, fair trading, age-restricted sales, counterfeit goods, pricing and metrology.	Application and Interview
Understanding of the importance of accuracy when recording information, evidence or data.	Application and Interview
Basic understanding of customer service principles.	Application and Interview
Awareness of equality, diversity and safeguarding responsibilities.	Application and Interview
Awareness of confidentiality and data protection practices.	Application and Interview

<p>EDUCATION/QUALIFICATIONS:</p> <p>5 GCSE grade A*–C / 9–4 including English and Maths, and A levels (or equivalent).</p> <p>Willingness and ability to undertake and complete an approved Trading Standards apprenticeship qualification.</p>	<p>Application and Interview</p> <p>Application and Interview</p>
<p>EXPERIENCE:</p> <p>Experience of communicating with customers or service users (may include school, voluntary, work experience or part-time roles).</p> <p>Experience of working accurately and following procedures.</p> <p>Experience of working as part of a team.</p> <p>Experience in a regulatory, compliance, retail or customer-facing environment is desirable but not essential.</p> <p>Experience using basic IT systems (e.g. Word, Excel, email).</p> <p>SKILLS AND ABILITIES:</p> <p>Ability to communicate clearly both verbally and in writing.</p> <p>Ability to listen, follow instructions and ask questions appropriately.</p> <p>Ability to work collaboratively as part of a team and build positive working relationships.</p> <p>Ability to organise workload, manage time and meet deadlines as part of an apprenticeship programme.</p> <p>Ability to record information accurately and maintain attention to detail.</p> <p>Ability to learn and apply new legislation, procedures and regulatory concepts with support.</p> <p>Ability to handle confidential information sensitively and appropriately.</p> <p>Willingness to learn how to use case management systems such as Uniform, IDB, and other systems.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Motivated, enthusiastic and committed to public service.</p> <p>Flexible and proactive approach to work, willing to assist where required.</p>	<p>Application and Interview</p> <p>Application and Interview</p>

<p>Ability to accept feedback positively and use it to improve performance.</p> <p>Demonstrates Newham's Values and Behaviours.</p> <p>Professional, calm and respectful approach when dealing with residents, businesses or colleagues.</p> <p>Willingness to participate fully in training, mentoring and developmental activities.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>Willingness to travel within the borough to support supervised inspections or project activities.</p> <p>Willingness to occasionally work outside normal office hours (supervised).</p> <p>Commitment to completing all apprenticeship requirements including 20% off-the-job learning.</p> <p>The post may be subject to a DBS check.</p> <p>The post is exempt from the Rehabilitation of Offenders Act (1974)</p> <p>A full manual driving licence and access to own vehicle (with business use insurance) is highly desirable.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Satisfactory clearance at conditional offer stage</p> <p>Satisfactory clearance at conditional offer stage</p>