



LONDON BOROUGH OF MERTON

Environment, Civic Pride and Climate Department

JOB DESCRIPTION

POST TITLE: Regulatory Services Apprentice

Grade: ME6 – ME8 – ME10 (Career Graded Post)

DIVISION/SECTION: Across the Regulatory Services Partnership

Location: Merton Civic Centre & across Richmond & Wandsworth according to the needs of the service. Site visits are an essential part of the role.

Responsible for: N/A

Responsible to: RSP Service Team Managers

Post number: TBC

Date: July 2024

Main Purpose

Working in collaboration with the chosen course provider, the postholder will work towards the completion of the Environmental Health or Trading Standards L6 qualification which takes place over four years. Whilst completing the required learning elements the post holder will work as an apprentice covering all aspects of environmental health and trading standards practice.

On days and periods where there are no taught classes or programmed study periods, work will be undertaken across the wide spectrum of Regulatory Services Portfolios across the London Borough's of Merton, Richmond upon Thames and Wandsworth. This will include time spent in all service areas including:

- i. Food Safety & Standards
- ii. Health & Safety Investigation
- iii. Noise & Nuisance
- iv. Air Quality, Contaminated Land & Permitted Processes
- v. Premises Licensing
- vi. Trading Standards

vii. Private Sector Housing

The breadth of the service and the delivery across south-west London will afford the post holder the opportunity to quickly develop the skills required to deliver services in an operational capacity and meet the requirements of the L6 apprenticeship qualification

Specific Duties and Responsibilities

- To undertake an agreed work programme as determined by the lead officer for the apprentice.
- To undertake a course of study to achieve a nationally recognised Level 6 integrated apprenticeship qualification, to include attendance at training and other events, which may be delivered locally or regionally.
- To support colleagues across the Regulatory Services Partnership in the day-to-day delivery of the service whilst taking the opportunity to gain an in-depth understanding of the work;
- Under the supervision and guidance of the lead officer and relevant manager to work with residents, businesses and other service users to provide advice and assistance.
- To work with team members on tasks, projects and programmes aimed at delivering service priorities.
- To keep up to date electronic and written records.
- To write up findings and develop portfolios of evidence where required.
- To work on occasion out of hours under supervision.
- To ensure high standards of performance and confidentiality of data retained by the service and adhere to data protection legislation.
- To ensure the implementation of the Council's equal opportunities policy in all aspects of the post.
- To comply with the council's health and safety policies and procedures;
- Other tasks appropriate to the role or to support the achievement of degree qualification.

Generic Duties and Responsibilities

- To assist with administrative tasks as directed
- Answer and resolve customer queries in a friendly and helpful manner.
- Assist customers to use our website and access our services online.
- To develop a basic understanding of the work undertaken by the team to improve your own knowledge and the service we provide to our customers.
- To develop a basic understanding of local government and a working knowledge of the RSP's functions
- To develop a basic understanding of legislation used across the RSP

- Undertake training to improve skills – dedicate the required time to your Level 6 qualification, asking for advice or assistance where necessary.
- To attend team meetings, take minutes, compile and circulate agendas, and relevant papers, in advance.
- To arrange ad-hoc meetings by checking attendees' availability, booking a venue, circulating an agenda and relevant papers, and where necessary, take minutes.
- To open, date stamp and distribute non-confidential incoming post, and to distribute un-opened confidential post within the team.
- To scan and index documents using the Council's electronic document imaging system, and ensure all relevant materials are stored on the electronic storage system.
- To provide office cover and take accurate messages when the team are unavailable.
- To assist with updating the services internet pages to include researching information from other sources and making recommendations regards improvements
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.

ME8

In addition to and including the above duties for ME6

- To support colleagues in the delivery of duties across the Regulatory Services Partnership, including the provision of services in accordance with legislation, codes of practice, corporate policies, local policies and guidance and good professional practice. This includes but is not limited to: inspections, projects, surveys, alternative enforcement activities, publicity, attending meetings, processing applications, visits, investigating complaints and service requests, sampling, monitoring, gathering evidence, carrying out PACE interviews, taking statements, serving statutory notices, taking legal proceedings including giving evidence and attending magistrates courts to obtain warrants
- To develop links and professional relationships across the RSP, build on effective partnership working with external and internal agencies & officers, providing advice in relation to matters within the specialist functional area
- To support and work on key projects with the leadership of senior officers and/or wider Regulatory Services Partnership management team
- To ensure that services are delivered to a consistent and professional standard. To have a sound appreciate of national and divisional guidance and Council procedures. Ensure delivery is in accordance with such procedures.
- To understand the Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- To contribute to the continuous improvement of the Tri Borough Regulatory Services Partnership
- To properly manage evidence, records and data to ensure that confidentiality, continuity, integrity, data quality and requests for information requirements are observed.

ME10

In addition to and including the above duties for ME6 and ME8

- To administer the duties of the Regulatory Services Partnership, including the provision of services in accordance with legislation, codes of practice, corporate policies, local policies and guidance and good professional practice. This includes but is not limited to: inspections, projects, surveys, alternative enforcement activities, publicity, attending meetings, processing applications, visits, investigating complaints and service requests, sampling, monitoring, gathering evidence, carrying out PACE interviews, taking statements, serving statutory notices, taking legal proceedings including giving evidence and attending magistrates courts to obtain warrants
- To lead on key projects on behalf of the service manager and/or wider Regulatory Services Partnership management team.
- To contribute to meeting the service priorities, deliver against performance targets and outcome measures, monitor their own performance and those of less experienced officers, providing regular reports on progress to their line manager and ensuring that objectives are met within agreed timescales
- To deliver an outstanding, continually improving and customer focussed service, identifying improvements within their role which could enhance customer experience
- Participate in the preparation and implementation of annual work and/or service programmes
- To support and engage in the development of departmental and service procedures and guidance notes
- To undertake consistent, proportionate, targeted, accountable and transparent enforcement action, including the professional assessment of statutory nuisances, the drafting and service of statutory notices including noise abatement notices in accordance with best practice advice and guidance and enforcement policies, to resolve any identified non-compliances. To be responsible for dealing with contentious and demanding issues within their area of expertise.
- Assist in the production of statutory returns, respond to requests for information from Government & internal departments, other statutory bodies, internal and external auditors and to relevant Freedom of Information requests.
- To develop and maintain effective partnership working with external and internal agencies & officers. To communicate regularly with such internal and external agencies effectively. This will include the FSA, HSE, Police, HMRC, Public Health England, NAFN, Solicitors and Barristers, court officials, business community, members of the public, community groups, residents associations, utility providers and contractors, other local authority environmental health and trading standards team. Plus key internal contacts from officers at all levels within Council services including Planning and Building Control Officers, Public Health, Legal, Elected Ward members, Heads of Service and Executive Directors
- To support and mentor newer and less experienced apprentices and contractors
- To work out of hours as necessary.

Additional Information

- Progression to higher salary points within the advertised grade is dependent on set milestones to be agreed on an annual basis with the service manager and evidence of completion of the required modules associated with the L6 qualification.
- To complete on and off the job training in line with your apprenticeship standard and attend apprenticeship training days (be able to travel to college/training provider location if required).
- To complete all agreed Modules by target dates and attend training activities as required.
- To complete Functional Skills in numeracy and literacy where an exemption has not been made.
- To work with an assessor/mentor to develop a work-based portfolio.
- To undertake statutory and mandatory training as required.
- To utilise knowledge and skills gained at college/training into practice within the workplace.

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the grading of the post.

LONDON BOROUGH OF MERTON

Environment, Civic Pride and Climate Department

PERSON SPECIFICATION

POST TITLE: Regulatory Services Apprentice

Grade: ME6/ME8/ME10 (Career Graded Post)

DIVISION/SECTION: Across the Regulatory Services Partnership

Location: Merton Civic Centre & across Richmond & Wandsworth according to the needs of the service. Site visits are an essential part of the role.

Responsible for: N/A

Responsible to: RSP Service Managers

Post number: TBC

Date: July 2024

Skills and Knowledge

The postholder is expected to have the ability to;

- Study towards and achieve the Environmental Health or Trading Standards professional apprenticeship within 4 years with a proven willingness and commitment to study
- An understanding of the nature and scope of environmental health and/or trading standards work in both the public and private sectors, including its contribution to improving public health.
- Awareness of the core areas of environmental health and/or trading standards
- An awareness of how regulatory officers secure improvements e.g: through informal and formal routes including enforcement.
- An understanding of the rationale for carrying out inspections/audits and investigations and
- An understanding of the organisation's vision and corporate aims.
- Have a flexible approach to work and the ability to perform well as part of a team.
- Support staff to ensure that service delivery objectives are met within agreed timescales, as necessary.
- Identify changes in their role which will enhance customer experience.

- Have a flexible approach to work tasks and willingness to work outside normal weekday office hours as necessary

Experience

The postholder is expected to have:

- Experience of providing advice and assistance to customers and clients.
- Experience of working in a team to provide a service.
- Experience of writing reports and documents within a given deadline.
- The ability to meet and monitor their work objectives.
- The skills to contribute to departmental projects / objectives.
- Experience of using standard IT packages and ability to support others in their day-to-day use.
- Good oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.
- Experience in successfully managing own workload.
- Ability to work as part of a team and be able to deal confidently, calmly and sensitively with colleagues.

Qualifications

- Grade 4/C or above in English and Maths GCSE (or other level 2 equivalent).
- 96 UCAS points (typically at least grades CCC at A – Level or Level 3 equivalent) with a minimum of one science or technology-based subject i.e. Chemistry, Biology, Human Biology, Physics, Geography, Geology, Environmental Science, Nutrition, Food Science or similar as some courses may expect psychology.
- Relevant or prior experiential learning may also be considered as an alternative but would be subject to agreement with the university or learning provider.

ME8

For progression to ME8 the post holder should evidence, for years 1 and 2, that the required modules have been passed and sufficient credits have been achieved to progress to year 3 of the Apprenticeship.

ME10

For progression to ME10 the post holder should evidence, for year 1-3, that the required modules have been passed and sufficient credits have been achieved to progress to final year/stage of the Apprenticeship and the completion of the end point assessment.