



Role Profile

Modern Apprentice Regulatory Services			
Reference No:	A4699		
Service:	Protective Services		
Job Family:	Technical 6	Grade:	FC6 Year1 50% Year 2 80%

Purpose
To train and develop to achieve the SCQF level 7 Modern Apprenticeship in Regulatory Services.
Whilst undertaking this modern apprenticeship, the postholder will work to secure a fair and safe environment for people working and living in Fife through regulatory activities and interventions related to Environmental Health and / or Trading Standards law. This includes advising and assisting businesses, complaint investigation, business inspections, sampling and targeted interventions etc.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
As the post holder progresses through their apprenticeship they will move from shadowing Officers, to assisting and supporting the regulatory intervention programmes related to Environmental Health and/or Trading Standards and deal with customer enquiries by phone, email and face to face and other suitable communication methods. This includes giving advice to businesses and members of the public.	Broad general education National 5 or equivalent in a science subject Higher English	✓	✓ ✓

E = Essential Criteria D = Desirable Criteria

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Resolving and documenting requests for service and complaints as required.	Higher Maths Environmental Health related qualification such as a REHIS Community Training qualification for example Elementary Food Hygiene Previous experience working within a customer facing environment Ability to provide a regular and effective service Written and verbal communication skills	 ✓ ✓	✓ ✓
As the postholder progresses through their apprenticeship they will be required to undertake Environmental Health and /or Trading Standards interventions through assisting Officers undertaking regulatory activities, and by carrying out regulatory interventions under supervision. Including but not limited to food safety, health and safety and their alternative intervention programmes; fair trading; scams; licencing; pollution control; public health and public health incident response.	Outgoing, friendly manner Awareness of the regulatory matters in relation to Environmental Health and Trading Standards Ability to manage a varied workload (Take Ownership) Team working experience Positive work ethic and attitude	✓ ✓ ✓ ✓	 ✓

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Visiting businesses, households or any other locations under supervision to undertake interventions and check to ensure compliance with legislative requirements. This will include both physical and visual checks backed up by other recording means if required i.e. camera, laptop, hand held data capture unit. The role will include completing any records required to record or progress any required actions	Ability to travel throughout Fife Ability to work well under supervision Knowledge of relevant legislation Ability to manage a varied workload Ability to operate equipment	✓ ✓ ✓ ✓	✓
To maintain an accurate and timeous record of all workload, completed and current, via the Service's computer system or other appropriate system. Along with ensuring that confidentiality is protected by ensuring that all files, records, and correspondence are treated in a confidential manner and access to all information is controlled.	Literacy skills IT skills Attention to detail	✓ ✓ ✓	
Assist in the Service's response to Freedom of Information Requests, Environmental Information Requests and Subject Access Requests	Research Skills Ability to work to deadlines	✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.

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