

Job Description

Job Title	Regulatory Support Apprentice
Directorate	Neighbourhoods and Housing
Service Area	Licensing & Regulatory services
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Apprenticeship	Business Administrator Level 3 - Business administrator / Skills England

About the Role

The Apprentice Regulatory Support Officer will support Liverpool City Council's Public Protection Unit, helping to deliver important regulatory services that protect businesses, consumers and communities across the city. Working within a supportive team, you will develop valuable administrative, data management and customer service skills.

This is an excellent opportunity to gain experience in a professional local government environment, supporting services such as food standards, consumer protection, product safety and public protection while building the skills needed for a future career in administration or regulatory services.

What You'll Be Doing

You will:

- Support the Public Protection Unit with a variety of administrative and business support tasks.
- Assist with processing and reviewing food business registrations.
- Help maintain databases, records and management information systems.
- Assist with data entry, reporting and performance monitoring activities.
- Support the production of reports for internal and external stakeholders.
- Upload, scan and organise documents to ensure records are accurate and accessible.
- Help manage referrals, service requests and incoming enquiries.
- Assist colleagues in maintaining accurate business and premises information.
- Support the preparation of documents and evidence for case files where required.
- Respond to routine enquiries from businesses, customers and colleagues.
- Assist with the procurement of office supplies and equipment.
- Complete apprenticeship learning, training and development activities alongside your workplace responsibilities.

What You'll Learn

During your apprenticeship you'll develop knowledge and skills in:

- Business administration and office procedures.
- Data management and record keeping.
- Customer service and stakeholder communication.
- Performance reporting and information management.
- Microsoft Office applications and business systems.
- Regulatory services and public protection functions.
- Document management and information governance.
- Working within local government and public services.

- Professional communication and teamwork.
- Time management, organisation and prioritisation skills.

You'll also gain experience of how services such as food standards, consumer protection and public protection help keep residents and businesses safe.

Is This Role Right for You?

We're looking for someone who:

- Enjoys organising information and working accurately.
- Has good written and verbal communication skills.
- Can manage their workload and meet deadlines.
- Is organised and has good attention to detail.
- Enjoys working as part of a team.
- Has good IT skills and is comfortable using Microsoft Office applications.
- Is committed to providing excellent customer service.
- Takes a professional and positive approach to their work.
- Wants to build a career in administration, business support or regulatory services