

Job Description

Job Title	Apprentice Regulatory Support Officer - Commercial
Directorate	Neighbourhoods & Housing
Service Area	Licensing & Regulatory Services
Grade	AP2
Competency Level	1
Salary	£24,547
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	None required
Job Evaluation Ref No	N/A – Apprenticeship

Job Purpose

An 18-month fixed term apprenticeship working in a supported environment to develop skills and knowledge whilst undertaking the level 3 Business Administrator Apprenticeship

Support the Commercial Service with day-to-day administration and technical tasks, including data entry, using databases, and helping produce reports. Assist with checking new food business registrations, preparing documents, and scanning records. Provide a helpful, customer-focused service to both businesses and the public



Directly Responsible For:

Not applicable

Directly Responsible To:

Operations Manager - Commercial and Principal Environmental Health Officer –
Commercial

Main Areas of Responsibility:

- Assist with the Food Standards Agency triage process, carrying out initial desktop assessments of new food business registrations and contacting business operators where further information is required
- Support the implementation and use of the Register a Food Business (RAFB) digital system, ensuring food registration information is accurately recorded and maintained within an integrated platform
- Provide administrative support for the Tascomi database, including accurate data entry, running reports, and applying correct coding to maintain high-quality data for reporting, statutory returns, and Freedom of Information (FOI) requests
- Accurately upload and scan documents, including inspection reports, to ensure information is well organised and easily retrievable
- Act as a key link between the Commercial Service and the Council's Geodata team, ensuring premises address data is accurate for business registrations and commercial properties
- Review and allocate incident reports in line with RIDDOR (2013) requirements, ensuring they are recorded and directed appropriately
- Review skin piercing registrations and enquiries, offer support and advise to businesses regarding their legal responsibilities

- Provide relevant regulatory guidance and administrative support to colleagues and businesses
- Assist in the preparation of legal bundles including exhibits photographs and statements for formal case files
- Support animal licensing work and the administration of licences
- Data reviewing/inputting/analysis in relation to food hygiene/health and safety/public health core functions
- Manage the procurement of all necessary work equipment including stationery
- Assist and deal with business enquiries and offer guidance and support as required

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This role may involve sitting at a desk and using a computer screen for prolonged periods of time.

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.



Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- 5 GCSE's grades A* to C/9-4 or equivalent, including Maths and English (A)

Desirable

- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administrator Level 3 Apprenticeship qualification

Experience

Essential

- Providing excellent customer service within a busy environment (A,I)
- Experience of working as an effective and supportive team member (A,I)
- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel, PowerPoint and Outlook (A,I)

Desirable

- Experience or background knowledge in environmental health work

Skills/Abilities

Essential

- Good communication skills both verbal and written (A,I)
- Ability to prioritise workload and to meet deadlines (A,I)
- Good time management and organisational skills (A,I)

Desirable

- Presentation skills

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

