

Head of Consumer Codes and ADR

£50,000 - £55,000 per annum (FTE)
37 hours per week flexi-time ■ Basildon/Hybrid



Chartered Trading
Standards Institute

CTSI, boasting a rich legacy of safeguarding consumers for 141 years, stands as an ambitious professional membership organisation. Fuelled by the perspectives of our members and a resolute sense of purpose, we broaden our impact through the diverse range of services we provide to Trading Standards professionals across the UK.

The Head of Department will strategically lead the delivery of the Consumer Codes Approval Scheme and the Alternative Dispute Resolution project, as well as developing the current offering and members of both bodies. Excellent stakeholder management will be essential for liaising with external bodies such as consumer policy partners, Consumer Codes Approval Board, Code Sponsors, UK businesses and Government.

This person will be the senior point of contact for all aspects of Consumer Codes and the ADR Project, whilst undertaking responsibility for all workstreams and the Codes and ADR department.

The ideal candidate will have experience in the Consumer Protection landscape, and/or Alternative Dispute Resolution. They

CTSI is an equal opportunity employer that is committed to diversity, inclusion and equality of opportunity in the workplace for all staff and encourage applications from individuals of all backgrounds. If you require any accommodations during the application process, please reach out hr@tsi.org.uk.

will possess excellent communication skills in both written and verbal delivery, effective management and coaching of team members, and project management skills.

In return CTSI will offer remote/hybrid working including the ability to work from anywhere in the world for up to 30 days per year, enhanced holidays, training budget, and medial cover.

Benefits include:

- Flexi-time, hybrid working, working abroad policy
- Minimum 25 days holiday plus bank holiday
- Christmas shut down, volunteer days
- Increased pension contribution
- EDI and family friendly policies
- Training and Membership funding

For further details about CTSI and this job, please visit <https://www.tradingstandards.uk/about-us/job-vacancies-at-ctsi/>

The closing date for receipt of applications is noon on Friday 5 July 2024.