

# Codes and ADR Manager

**£40,000 per annum (FTE)**  
**37 hours per week ■ 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.

Are you a leader with a passion for consumer protection and business support? Join us in a role where your expertise will help shape the future of industry standards and consumer rights!

We are seeking a Head of Approved Codes Scheme (ACS) and Alternative Dispute Resolution (ADR) to drive the growth and delivery of these pivotal programs. In this role, you'll ensure that CTSI is actively supporting businesses in upholding high standards of consumer protection while expanding our influence in the industry.

As the Head of ACS and ADR, you will be responsible for managing and expanding the Approved Codes Scheme and Alternative Dispute Resolution offerings. Your expertise will guide CTSI's role as a Competent Authority, overseeing industry compliance and best practices. You will also act as the lead for CTSI in engaging with the Approved Codes Scheme Board (ACSB), helping to advance industry collaboration and alignment on consumer protection standards.

The successful candidate will have experience in an auditing and compliance setting, including managing or supervising a team and budgets. Experience in managing external stakeholders is essential, and any experience with government bodies as external stakeholders will be advantageous. Customer experience and resolutions are the focus of the department and

Therefore, experience in customer service excellence is essential. Any consumer experience and qualifications are advantageous but not required.

We would love to hear from you, even if you don't have all the listed experience or skills; you might bring something valuable we haven't even considered!

#### Benefits include:

- Flexible, hybrid working, working abroad policy
- Minimum 25 days holiday plus bank holidays
- Christmas shut down, paid 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 15 November 2024.**

CTSI is an equal opportunity employer dedicated to fostering diversity, inclusion, and equal opportunities in the workplace for all staff. We encourage applications from individuals of all backgrounds. If you require any accommodations during the application process, please reach out to [hr@tsi.org.uk](mailto:hr@tsi.org.uk)

