

Contact & Advice Centre Advisor

£28,665 per annum
37 hours per week flexi-time ■ Basildon/Hybrid



Chartered Trading
Standards Institute

CTSI, boasting a rich legacy of safeguarding consumers for 144 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.

CTSI hosts the UK International Consumer Centre, which provides free and impartial advice to UK consumers who need help resolving international disputes when buying goods and services from outside the UK.

We are looking for a confident and motivated Advisor to join our small team providing legal and practical advice. You will handle enquiries by phone and email, manage consumer disputes, and record accurate case information using our dedicated systems.

You will need excellent communication skills, strong customer service experience and the ability to work independently while supporting a collaborative team environment. An understanding of the UK legal system would be beneficial but is not essential. What matters most is your ability to deliver clear, practical advice and produce accurate work under pressure.

This is a varied and rewarding role offering opportunities to develop specialist knowledge in UK and EU consumer protection law, ADR schemes and international complaint handling. Occasional UK or European travel may be required.

If you are proactive, adaptable and committed to delivering high-quality service, we would be delighted to hear from you.

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:

- Flexi-time, 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 download a candidate information pack which contains details about how to apply

<https://www.tradingstandards.uk/about-us/job-vacancies-at-ctsi/>

The closing date for receipt of applications is noon on Monday 29 June 2026.

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 hr@tsi.org.uk

