



June
2026

Contact & Advice Centre Advisor

Candidate Information Pack



Chartered Trading
Standards Institute

www.tradingstandards.uk



We are an ambitious
professional body with
a proud history of
protecting consumers
stretching back 144
years

Welcome letter

June 2026

Thank you for your interest in working with us at Chartered Trading Standards Institute. I am delighted that you are considering pursuing an application and hope this information pack will encourage you to apply.

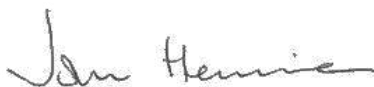
We are an ambitious professional body with a proud history of protecting consumers stretching back 144 years. Our mission is simple, to protect consumers and to create a level playing field for businesses.

Ultimately, we are a membership organisation and as such we are driven by our members' views and needs. They are driven, as we are as an Institute, by a strong sense of social purpose to protect the public, and that shapes all our work. We also extend our influence through other services we deliver that help shape the context in which we operate and these are important to the overall success of the CTSI business model. To make this all happen we need a robust but equally agile workforce sitting at the heart of the Institute as we look to our 150th anniversary in 2031.

We passionately believe in all we do and if you want to be part of the CTSI team of the future then we want to hear from you. We recognise the positive value of a diverse and inclusive workforce and are very keen to receive applications from applicants from all backgrounds.

We look forward to receiving an application from you if you consider you have the experience, skill set and ambition that this post requires.

With very best wishes.



John Herriman
Chief Executive

We look to provide innovative solutions across the regulatory arena



About us

The Chartered Trading Standards Institute is a not-for-profit professional body and enterprise for trading standards professionals working in the private and public sectors. It is the national body responsible for representing, supporting, lobbying, and championing trading standards to a range of stakeholders including government, business, consumers, and the media and has done so since 1881. The Institute gained chartered status in 2015.

We look to provide innovative solutions across the regulatory arena; to administer and award professional qualifications; to accredit and certify training, to ensure the ongoing competence of members and to influence and lobby on behalf of the profession as a whole. We aim, through our actions and our members' actions, to empower consumers and reputable businesses to contribute to a vibrant economy.

We strive to eliminate rogue traders and unfair trading practices from the marketplace, to promote environmental sustainability, and to make positive contributions to the health and social wellbeing of citizens and communities.

Vision, mission and values

Our vision

That the United Kingdom prospers economically through fair and safe trade.

Our mission

Support and reinforce the protection of consumers and achieve a level playing field for business.

Our values

Underpinning the delivery of our vision and plan we will adhere to our core values, which are:

We are CTSI

Collaborative

Trusted

Supportive

Innovative and **I**nclusive

The CTSI Strategic Delivery Plan goals to 2029 are

- Providing a gateway to the profession and growing our membership
- Building our networks to influence the consumer protection landscape and consumer policy
- Helping businesses to succeed

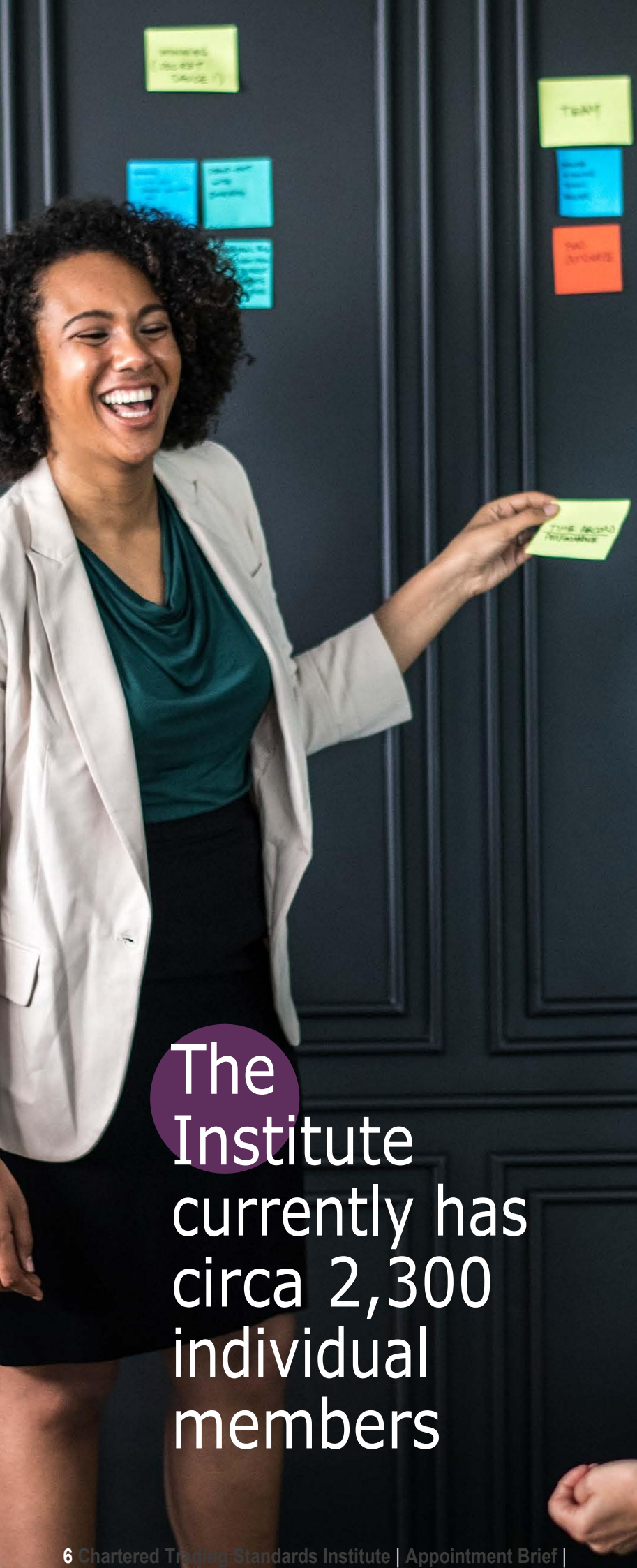
We act ethically in compliance with our equality and diversity policies, with openness and accountability, in an honest and truthful manner that ensures fairness and value for money in a non-political, challenging and legally compliant manner.

In April 2021 CTSI signed the Business in the Community (BITC) Race at Work Charter, an initiative designed to improve outcomes for black, Asian and minority ethnic employees in the UK. By doing so we have set out our commitment to being an inclusive and responsible employer.

We fully embrace our environmental and sustainability policies as well as embedding quality management systems requirements within our organisation as part of our ongoing commitment to quality management. We achieved Investors in People in October 2010 and our UK European Consumer Centre has been awarded the Government Standard for Customer Service Excellence. In 2025 our Service Delivery Directorate achieved ISO9001 certification.



**BUSINESS
IN THE
COMMUNITY**



The
Institute
currently has
circa 2,300
individual
members

itsa Ltd

Our principal commercial arm, itsa Ltd, is a wholly-owned subsidiary of the Chartered Trading Standards Institute. itsa Ltd develops and delivers a wide range of products and services to UK local and central government, to the EU and internationally.

Staff

CTSI currently has 50 employees, full-time and part-time across four Directorates.

We also work with a number of consultants and volunteers across all areas of the Institute.

Membership

The Institute currently has circa 2,300 individual members, both in the public and private sector as well as 44 corporate affiliate members. The Journal of Trading Standards contains regular updates on happenings in the world of trading standards and the Institute publishes a biannual journal for members.

Products and services

CTSI provides leading edge information services to local authorities, the wider consumer affairs sector, and to businesses in consumer markets. Take a look at our [Product Portfolio](#). Further details about the range of products and services, including publications, e-learning, content syndication and advertising can be found on the CTSI website. The production team manages the content that appears in all our commercial products, including e-books, websites and project work. As part of CTSI's business education role, Business Companion provides a free online resource that allows business owners to find and understand trading standards laws and consumer protection regulations.



In-depth knowledge of regulatory services

Professional consultancy

CTSI designs, develops and delivers regulatory contracts in line with the Institute's Charter.

It also delivers a wide range of consultancy and business support services both in the UK and internationally. Our professional consultants bring in-depth knowledge of regulatory services and market surveillance to projects. We can offer extensive knowledge of the regulatory arena and can also provide consultants with expertise in delivering training and/or working as policy officers and advisors.

Learning and Development

CTSI provides professional training to our members, non-members, businesses and other professionals via a range of methods. Further information can be found on our [website](#).

Events, Marketing and Digital Content

CTSI organises various events throughout the year, the showpiece of which is the CTSI Conference, the annual training and development event, which takes place in June. Details about our range of events can be found [here](#).

The team also looks after the marketing of products and services across the whole Institute as well as the content for these.

Education and qualifications

CTSI delivers the leading education, career development and professional qualifications for trading standards, consumer protection and regulatory activities. The CTSI Qualification Framework consists of three levels. CTSI also provides a number of subject-based competencies. Further details about the framework and related training can be found [here](#).



Policy and communications

CTSI influences a vast array of policy debates concerning consumer protection, economic, environmental, fair trading, health and social wellbeing issues through the expertise provided by our Lead Officer network. Lead Officers are trading standards professionals who are specialists in their field. These fields cover everything from animal health and welfare, through to consumer credit and loan-sharking on to food fraud and nutrition to weights and measures. CTSI works with Government, Parliament and stakeholders and responds to a wide range of consultations; our Press Office deals with a host of enquiries on a daily basis.

Read more on our [website](#).

**CTSI influences
a vast array of
policy debates**

Contact and advice centre

CTSI hosts the UK International Consumer Centre which provides free advice and assistance to consumers that have problems with purchases made from companies based in another country. We work with partner organisations in various other countries to ensure UK consumers are empowered with the knowledge they need in order to resolve problems with a company. We also provide services for the Consumer Code for Home Builders providing advice to purchasers of new homes. Visit the [website](#) for further information.

Alternative Dispute Resolution (ADR)/Competent Authority

Since October 2015 traders, who have an unresolved dispute with a consumer, have been required to give the consumer the details of an Approved Alternative Dispute Resolution (ADR) body and to indicate whether they are willing to use them or not. CTSI operates as the competent authority auditing and approving ADR bodies, in all non-regulated sectors against the requirements of the relevant legislation. Further information can be found [here](#).



Approved Code Scheme

CTSI runs the [Approved Code Scheme](#), facilitated self-regulation that aims to bolster consumer protection and improve customer service standards.

Governance

The team provides support to the executive directors, the Board, CTSI Council, branches/sections and wider governance structure of the Institute. The team also provides administrative and events support to the National Trading Standards Programme Office team which is staffed by CTSI's subsidiary company, ACTSO Ltd, to the Approved Code Scheme Board, Local Authority Registration and Coroner Services Association, and administers training for central government and business training contracts.

Membership

The team is responsible for attracting, supporting, and retaining members by managing enrollment, engagement, and communications to ensure a positive and valuable member experience.

Finance and administration

The team provides central finance and administration support, including sales and purchase ledger functions and payroll. It also leads in the application of risk assessment to product areas, business planning and longer financial planning. CTSI also provides finance and audit services for the National Trading Standards Board (NTSB) for the delivery of activities related to the Department for Business, and Trade (DBT) annual grant. The NTSB provides leadership influence, support and resources to help combat consumer and business detriment locally, regionally and nationally.

Governance

CTSI Council

Elected body responsible for advising on and monitoring strategic direction and policy; appoints the Chair of the Board and Non-Executive Directors. The Council meets four times a year. There are three sub committees of Council – Ethics & Standards Committee, Policy Committee and Race & Equality Committee. The Council is the Awarding Body for the qualifications and appoints a panel of members and experts, the Qualifications Panel (QP), to act on its behalf in developing, delivering and maintaining the qualifications framework.

CTSI Board

Responsible for the strategic vision, direction, values and financial stewardship of the organisation. The Board meets four times per year. It has two sub-committees – Audit & Finance Committee and the Remuneration & Appointments Committee.

Visit the website for details of the composition of the [CTSI Council](#) and [CTSI Board](#).

President and Vice Presidents

The CTSI President is Lord Jamie Lindsay. CTSI Vice Presidents come from a broad range of backgrounds including Parliamentarians, policy officials from academia, the consumer world and trading standards professionals.

Branches, Sections and Lead Officers

CTSI has thirteen Branches across the UK, two chief officer sections, a Business Members Group, Civil Service Forum and the Consumer Empowerment Alliance which provides a network for consumer educators. We also have a framework of members who act as specialist lead officers, covering technical, policy and strategic areas.

Trading Standards Fellows' Charity

A registered charity that through its educational and charitable activities plays a vital role in support of the trading standards profession. It promotes education and research activities, as well as providing welfare support.



Advisor

Summary

To work as part of a small contact centre team, currently providing legal advice and assistance to consumers. Contacts will be handled by email and over the telephone and details recorded on relevant databases. The team is actively looking for new work so areas of work may vary in future.

Responsibilities and duties:

- give legal advice, practical advice and assistance to businesses and consumers trading in the UK, Europe and internationally
- general contact centre duties across a range of contact centre contracts
- input into report writing and presentations
- communicate effectively with service users through means including the telephone and written correspondence including emails
- case manage consumer disputes
- dealing with incoming communications
- utilise relevant case handling tools to record consumer problems and suggested resolutions
- comply with all performance, quality and data protection requirements set by the organisation
- share in the provision of the centre's telephone helpline (Currently but not guaranteed to remain 10:00 – 16:00)
- assist with the timely response to the EU Commission and Department for Business (DBT) on matters including reporting, consultations and ADR development
- utilise the information generated by the team to support the role of consumer policy, promotion and public relations activities
- support promotion and information giving activities including attending events and the production of promotional/information materials
- develop handling and customer service skills to provide the services of the contact centre team
- maintain and develop knowledge to provide the contact centre's various and changing services and contracts
- keep up to date with all relevant EU and UK consumer protection legislation and case law
- Acquire and maintain new legal and practical knowledge, as training an information is provided to allow the handing of international complaints
- occasional, overnight, national and European travel in delivery of the role and the maintenance of necessary skills

This is not an exhaustive list. And you will be expected to be flexible in your approach to carrying out your duties - as these may change from time to time to reflect changes in the organisation's circumstances or market conditions.

Person

specification

Skills & Knowledge

Essential:

- ability to provide an excellent standard of customer service
- Excellent verbal and written communication skills
- understanding of the UK legal system
- experience in delivering advice from a contact or call centre environment
- ability to produce accurate work to tight deadlines, and within required standards and requirements
- computer literate, with the ability to use a dedicated case handling system to record information and detail, as well as main stream computer programmes
- ability to work on own initiative and unsupervised
- commitment to the team's goals, aims and objectives
- able to support an environment of team working, trust and support
- proactive in approach to own workload and the service as a whole, with the ability to take responsibility
- initiative to work alone on projects and tasks when required.

Desirable

- understanding of UK consumer law, with experience in providing it to consumers in a clear and practical way
- experience in providing consumer advice directly to consumers
- understanding of EU/international law
- an understanding of ADR schemes to be able to work with them in order to benefit consumers
- experience in a contact centre environment
- ability to control a call and obtain the relevant information in order to provide clear, practical consumer advice
- presentation skills to a variety of audiences

Terms and Conditions

The following summary is provided for information.

Contract

Full-time 37 hours per week, permanent contract within a flexi-time scheme.

Accountability

Accountable to Contact and Advice Centre Manager

Remuneration

£28,665 per annum. Salary is paid at monthly intervals on or around the fifteenth day of each month.

Location

Flexible – Basildon/Hybrid. The principal place of work is the registered office of the Institute, which is 1 Sylvan Court, Sylvan Way, Southfields Business Park, Basildon, SS15 6TH. The office in Basildon is open two days per week for staff who wish to work on site. CTSI also has a small office in London which can be used. There is an expectation that staff will attend head office at least once every two months for staff meetings as well as at other times as required by their team.

Appointment

This appointment is subject to six months' settling in period.

Leave entitlement

25 days plus 8 public holidays. In addition, all staff are entitled to two extra statutory days normally taken over the Christmas/New Year period.

Pension

All employees are enrolled into the company's pension scheme into which CTSI will make a matched contribution of up to 4.5%.

References

References will be obtained for the successful applicant before a formal offer of appointment is made.

Eligibility to Work in the UK

We have a legal responsibility to ensure that all our employees have the legal right to live and work in the UK. As part of the application process, you will need to confirm that you are eligible to work in the UK and proof of this will be required when a formal offer is made.

How to

apply

Application: To apply for this position please send your **CV** and a **covering letter** outlining your skills, knowledge, experience and achievements from any area of your life which demonstrates your ability to meet the criteria for this post as contained in the job description and person specification. Applications will not be considered without both of these documents. Please ensure you include your contact details. Applications should be sent via email to jacquig@tsi.org.uk. You will receive an acknowledgement within 5 working days, if you have not received this please call 01268 582202.

Monitoring: As an inclusive employer the Chartered Trading Standards Institute actively encourages applications from people of all backgrounds and cultures. CTSI is committed to ensuring equality of opportunity in its recruitment and employment practices. Your completion of the **Equality & Diversity Monitoring Form** (available on the vacancies page of the website) will assist with this, but it is not mandatory. Any information you provide will be treated in strictest confidence, is anonymous and does not form part of your application.

Recruitment process: As part of its commitment to ensuring equality of opportunity CTSI uses **blind/anonymous recruitment** processes. All names and identifying factors (including age, gender, race, photo and any other personally distinguishing information) are removed from applications before shortlisting.

Interview arrangements: Interviews will take place via Teams. We would also be grateful if you could let us know **if you will require any special provision** because of any disability should you be called for interview.

Timetable

Role advertised	Monday 8 June 2026
Closing date:	Monday 29 June 2026 at noon
Interviews:	Tuesday 7 July 2026

Queries

If you have any queries on any aspect of the appointment process, need additional information, or would like to have an informal discussion, please contact Jacqui Guerreiro via email jacquig@tsi.org.uk.

Data protection

Information given in your application will be controlled under data protection legislation and will be used for the purposes of recruitment for this role only. Should your application be successful this information will subsequently be retained as part of your personnel and payroll records. All application and recruitment information for unsuccessful applicants will be retained for a period of four months after the closing date and will thereafter be destroyed.



Chartered Trading
Standards Institute



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SS15 6TH