

JOB DESCRIPTION

Job Title:	Consultant (Trainee)
Department:	The Compliance People, Newground Business Services
Office Location:	Bob Watts Building, 193 Bolton Road, Blackburn, BB2 3GE
Grade	3
Job Purpose	<ol style="list-style-type: none"> 1. To maintain registers of environment, health and safety legislation, providing subscribers to The Compliance People's Legislation Update Service (LUS) with up-to-date, accurate summaries of law. 2. To write accurate content for inclusion in LUS adhering to the LUS style guide. 3. To produce monthly environment, health and safety newsletters for LUS subscribers. 4. To attend training and development activities to develop understanding and application of environment and health and safety legislation and career progression as a consultant.
Reporting To	Lead Consultant
Staff Mgt Responsibilities	None
Range of Decision Making	Daily decisions relating to the prime objectives of post and within established policies and procedures.
Responsibility for Assets, Materials Etc.	Access to computer information and confidential material etc, therefore responsible for the security and management of it under the provisions of the Data Protection Act.
Budgetary Responsibilities	None
Key Contacts	LUS subscribers, consultants and others within the wider The Compliance People team.
Essential Duties & Responsibilities	
Key Responsibilities and Accountabilities	<ol style="list-style-type: none"> 1. To fulfil the operational responsibilities of a Grade 3 consultant as outlined in the Skills Matrix (attached to this job description and person specification). 2. To attend on-the-job and structured training relevant to the position. 3. To meet individual and collective performance targets and contribute to the collective financial and strategic non-financial objectives and targets of The Compliance People. 4. To represent The Compliance People and always act in an ethical, responsible, and professional manner. 5. To undertake such duties as may from time to time be agreed with your line manager.
Liaison / Networking	<ol style="list-style-type: none"> 1. Build and maintain strong links and working relationships with The Compliance People team.

	2. Attend and participate in relevant forums and networks.
Administration	1. To contribute to formal reporting procedures to enable efficient and accurate reporting of activity and achievements against any individual and team targets.
Continual Personal & Professional Development	<ol style="list-style-type: none"> 1. Keep up to date with technological and market developments in the industry. 2. Attend training and actively seek to continually enhance understanding of The Compliance People's products and services. 3. Attend marketing events, team meetings, and functions as required.
Corporate Duties	<ol style="list-style-type: none"> 1. Adhere to all The Compliance People processes and policies and maintain customer confidentiality. 2. Ensure product brands and corporate values are evident to the customer at all times. 3. Understand and adhere to the vision and values of The Compliance People. 4. Abide by the objectives and targets of the business and follow the procedures and practices utilised in all aspects of the work, including computerised and manual systems and the maintenance of relevant records. 5. Fulfil personal requirements where appropriate, with regard to Company policies and procedures, particularly health and safety, equality and diversity, customer care, emergency evacuation, security, work standards and promotion of the Company's core values. 6. To attend any training and development events considered necessary.
Notes	<p>This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be changed at management's discretion in the future. As a general term of employment, the Company may affect any necessary change in job content, or may require the postholder to undertake other duties, at any location in the Company's service, provided that such changes are appropriate to the employee's remuneration and status.</p>

PERSON SPECIFICATION

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Assessment Code:

E You must have these attributes as they are the ESSENTIAL requirements of the post.
D These attributes are DESIRABLE and therefore an advantage

	Attributes	E/D
Experience	a. Experience of researching a given subject and summarising findings in a written format.	E
	b. Experience of presenting findings from research in a formal or non-formal verbal presentation.	E
	c. Experience of using Microsoft Office applications.	E
	d. Experience of working collaboratively in a multi-disciplinary team.	E
	e. Experience of working to strict deadlines.	D
Knowledge & Expertise	a. High level of proficiency in spoken and written English, including grammar rules.	E
	b. Able to apply standard English grammar rules to written work.	E
	c. Ability to research a given subject.	E
	d. Able to present a subject in written format using current ICT packages.	E
	e. Effective communication with others in person, by phone or email.	E
	f. Proven organisational skills, able to prioritise tasks to meet deadlines.	E
	g. Able to work individually and within a team environment.	E
	h. Practical use of social media to communicate.	D
	i. An understanding of the legal framework within the UK.	D
Education & Qualifications	a. Study of an appropriate subject, such as Environmental Studies, Health & Safety at degree level.	D
	b. Affiliate membership of an appropriate professional body, such as IOSH or IEMA.	D
	c. Ability to demonstrate a commitment to Continuous Professional Development.	E
	d. Willingness to work towards NEBOSH Environmental Management Certificate and NEBOSH Occupational Health and Safety Certificate.	E
Other	a. Ability to organise personal workload with a minimum of supervision.	D
	b. Ability to work proactively on own initiative with minimum supervision.	D
	c. Full Driving Licence, and the use of own vehicle with insurance for business use to undertake occasional travel across the North West.	D
	d. Flexible approach to working hours to meet work demands/priorities.	E

Key Competencies		
Heading	Level	Definition
Delivering Excellent Customer Service	1	<ul style="list-style-type: none"> Customer Orientation – The ability to recognise both internal and external customers and the willingness to co-operate with them fully to help them achieve their objectives. Ability to work with customers, partners and personnel at all levels of the Company, establishing credibility and building trusted status. Is polite and helpful to customers.
Communicating & Influencing	1	<ul style="list-style-type: none"> Relationship Building – The ability and willingness to develop and exploit a range of productive relationships both inside and outside the team. Communication – The ability to speak and write to be clearly understood by others using appropriate language, vocabulary and style. Explains information in a clear and simple way. Communicates open and honestly, with tact and diplomacy. Is genuine and sincere when communicating with others. Demonstrates confidence when interacting with others. Listens to people and treats them with respect. Asks questions to develop understanding. Uses non-verbal communication effectively to build rapport e.g. body language, eye contact. Gives people the right information at the right time.
Delivering High Performance	1	<ul style="list-style-type: none"> Organising Work – the ability to marshal and manage resources (people, funding, materials and support) to achieve a project or task. Able to manage own time efficiently and to handle multiple activities in parallel to accomplish the goals. Achievement Orientation – The determination to set oneself and meet high standards, exceeding norms and expectations. Understands and delivers on objectives for own role (meeting quality standards and deadlines). Understands main performance measures relevant to own role and team e.g. financial measures. Takes ownership for personal delivery. Understands own role/team's role and how these contribute to the success of the organisation. Prioritises activities to ensure deadlines are met. Shows determination and commitment to meet agreed deadlines. Keeps others informed of progress against agreed deadlines and targets. Seeks and values feedback on own performance.
Managing Change	1	<ul style="list-style-type: none"> Willingness to listen, contribute and adapt to a rapidly changing environment. Constructively challenges existing practices to seek the most effective way of working. Listens to new ideas with an open mind. Understands the need to change and improve. Is enthusiastic about change. Continues to perform in a changing and uncertain environment. Feels confident to suggest improvements. Actively accepts, supports and promotes new ways of working or services. Looks for the positive when faced with change – 'glass half full'. Manages own negative responses, worries and concerns by talking to manager rather than peers.
Making Decisions & Solving Problems	1	<ul style="list-style-type: none"> Analysis – The ability to gather relevant information, notice relationships between different pieces of information, reason from cause to effect and generate effective solutions to practical problems. Provides advice, challenge and support for others when they are making decisions. Is willing to reveal problems and errors openly so that they can be resolved. Looks to resolve issues before escalating. Demonstrates good judgement based on logic, about when to escalate a problem. Demonstrates an awareness of how own decisions and actions affect others.

Key Competencies		
Heading	Level	Definition
Developing Self & Others	1	<ul style="list-style-type: none"> • Business Awareness – An understanding of the processes and issues relevant to one’s job. This ranges from job knowledge to an appreciation of complex internal and external business issues and trends. • Keen to develop their personal knowledge and understanding to benefit the team. • Is willing to learn from others and shares learning with others. • Actively listens to feedback from others and acts upon it to develop own skills, knowledge and understanding. • Recognises and acknowledges own areas for development. • Learns from successes and setbacks. • Demonstrates an openness to learning and development. • Looks for opportunities to practice new skills. • Recognises the need to learn new things to keep ahead of changes (e.g. technology).
Acting Commercially	1	<ul style="list-style-type: none"> • Commercial awareness to identify new business opportunities with existing customers and increase retention revenue. • Shows respect for resources and equipment, taking care to make sure they are used appropriately and not at risk of being wasted / damaged / stolen. • Demonstrates a good general understanding of the services we offer.
Building Effective Teams	1	<ul style="list-style-type: none"> • Creativity – The ability and willingness to generate new ideas and to recognise and build upon those of others. • Working with all stakeholders, ability to understand business priorities and activities to resolve conflicting demands for the same resources. • Shows interest in what others do. • Willingly shares information. • Respects the opinion of others. • Respects the priorities of others. • Willingly takes on additional tasks to help out. • Recognises and accepts that people are all different. • Is a reliable, trustworthy and effective member of the team – does what they say they will do. • Fully participates in activities within the team. • Develops the appropriate skills and knowledge to contribute fully to the team’s effort, providing support and cover for team members.
Equality & Diversity	1	<ul style="list-style-type: none"> • Incorporates ideas and concepts from different backgrounds creatively. • Shows empathy and sensitivity in dealing with all people. • Treats everyone with respect. • Demonstrates interest in others. • Receptive to the positive contribution others have to offer. • Builds trust and communicates respect for others. • Willing to work in new and different ways to meet other people’s needs. • Doesn’t make a judgement about others for being different. • Recognises and challenges inappropriate behaviour. • Considers impact of own actions on others.