

# Consumer Codes and ADR Coordinator

**£21,000 - £27,000 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 role on offer is a mixture of compliance and support, combining internal compliance with external communication and stakeholder engagement. The aim of the role is to ensure all Approved bodies, from both Consumer Codes and Alternative Dispute Resolutions, are compliant with the regulations set and maintained by the relevant board.

The coordinator supports the team with the delivery of audits, whilst simultaneously supporting the stakeholders and third parties with queries or complaints. Audits, data collection and report writing will also be a large part of the role, so excellent customer service and writing skills are an essential part of the expectations.

Training will be provided to understand the landscape of consumer protection within the Alternative Dispute Resolution and Consumer Codes, and to support in your career path. The ideal candidate will

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](mailto:hr@tsi.org.uk).

be able to produce accurate and well-written reports, will be able to work on their own towards the team objectives, and strong organisation skills to meet deadlines.

In return CTSI offer a lucrative benefits package, including remote or hybrid working, the ability to work from anywhere in the world for up to 30 days per year, training budget and medical care.

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.**