### ROLE PROFILE - Commercial Services: Customer Services

**About The Council:**

Oldham is committed to developing a co-operative future; one where citizens, partners and staff work together to improve the borough and create a confident and ambitious place.

A co-operative Council aims to support everybody doing their bit and everybody benefitting. This means we work in a way which helps to empower residents to take greater control of their own lives but also gets the maximum benefit from the resources that are available to the community and public sector. It also means working in ways which are ethical, fair and deliver good social value as well as value-for-money. It also means giving residents the opportunity to work in collaboration with us to design and even help deliver services.

**Purpose of this Traineeship:**

The purpose of the placement is to provide support for the Customer and Business Support service within Oldham Council. You will be located in Access Oldham, which provides a range of services for local residents, such as Housing and Council Tax Reduction, Council Tax, free school meals, Housing Options, Blue Badge and other Council online services.

There are various facilities within Access Oldham which include:

* Free phone (to access Council services)
* Internet (to access Council services)
* Interview rooms with wheelchair access
* Loop system

**What will I be doing?**

* Supporting local residents to access council services;
* Support people to use the online services;

You will also support the department on service transformation by:

* Organising meetings and events. Including creating agendas, schedules and minutes etc.
* Generating feedback from service users
* Providing support for special projects as and when required.
* Providing statistics for the services

**What will I gain?**

* Experience of working as part of a team
* Becoming familiar with customer care and health and safety polices within the Council
* Knowledge of council services and online resources
* The trainee will develop the skills, knowledge and experience of busy customer service environment
* Experience in using a variety of office equipment
* To participate in learning throughout your placement and maintain a learning log which may contribute to your study and professional development.
* To develop knowledge and understanding of the roles and responsibilities of the wider Customer and Business Support Service through shadowing and completing tasks and activities.

**Who will I be working with?**

* Members of the public
* Experienced staff within Oldham Councils Customer Service and Housing Options department

**Requirements for the Traineeship:**

* Good communication skills
* Well organised, Reliable and Punctual
* Ability to work flexibly as part of a team
* Ability and confidence to work with members of the public

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| **Relationship To Other Posts In The Directorate:**  **Responsible to:** **Customer Service Manager**  **Responsible for :** NONE |

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|  | **DATE** | **NAME** | **POST TITLE** |
| **Prepared** | 14/08/13 |  |  |
| **Reviewed / amended** | 11/11/14 | Jonathan Phillips | Principal Officer (Economy and Skills) |
| **Reviewed /amended** | 10/05/19 | Diane Morris | Access Oldham; Benefits and Blue Badge Manager |