

**Job Description**

**Customer Services Apprentice**

Full time 36.25 hours

**Responsible To: Responsible For:**

Customer Services Team Leader N/A

**About the job:**

To support the Customer Services team to help customers access services and information at the first point of contact through effective use of technology.

**Role:**

To support the delivery of excellent customer service in response to customer queries through all access channels.

To undertake training in at least one specialist service area, such as council tax, along with other generic services.

To process customer requests using new technology and following efficient ways of working.

To actively promote the use of online services to encourage channel shift and provide support to customers who are unable to access digital channels.

To work in partnership with colleagues across the service to contribute to the successful delivery of service improvements.

To carry out administrative business support functions across the service.

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| **Responsibilities:**  **Team:**   * You will work with your colleagues to prioritise team objectives over individual objectives. * You will support and respect your colleagues at all times**.** * You will work together to share knowledge and experiences to improve your service. * You will participate in development activities as required.   **Corporate:**   * You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation. * You will actively engage with customer care, value for money and performance management. * Your duties will be carried out in line with our equality scheme. * You will be compliant at all times with GDPR and data protection legislation. * You will constructively participate in communication and promotional activities.   **Organisational:**   * You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role. * You will support an inclusive culture which provides opportunities for everyone to participate and progress. * You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met. * You will positively promote and represent the Council at all times. |



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| **What the successful candidate will have:**   |  | | --- | | **Qualifications**   * 4 GCSEs including a minimum of a grade C/4 in English and Maths. * An aspiration to achieve a Customer Services qualification as part of an apprenticeship. | | **Knowledge & Experience**   * Knowledge of customer care and customer service standards. * Experience of working both as a member of a team and independently.      * An understanding of the role of local government and the importance of delivering an excellent customer experience. | | **Skills & Abilities**   * Excellent communication skills. * Experience of administrative procedures * Ability to organise and prioritise workload. * Ability to remain calm under pressure and seek support where required.   **You will play a key part in our organisational culture:**  **A LEARNING FORWARD THINKING ORGANISATION** – Plans and prioritises effectively deciding what to do and what not to do, if unsure ask  **RESPECT AND INTEGRITY** – Is visible, approachable, open and honest with colleagues.  **PRIDE** – Creates an upbeat, positive culture among colleagues.  **TWO COUNCILS, ONE SHARED SERVICE** – Builds effective relationships outside their immediate team, with win-win relationships for all | |