

# Apprentice specification

**Job title:** Customer Services Apprentice

**Service:** Customer Services

**Grade:** Apprentice Corporate Rate (NLW)

**Reporting to:** Assistant Business Partners - Various

## Your apprenticeship

As a Customer Services Apprentice, you will be expected to provide a full and comprehensive administrative support service to Customer Services. This will involve dealing with internal and external customers both face to face and on the telephone, operating ICT systems and providing general support to various teams.

You will also be required to spend a proportion of your time undertaking a relevant qualification and will gain a range of experience whilst learning from professionals within the organisation.

In Customer Services we focus on our customers and understand their needs. We make change happen through innovative thinking, redesigning services and recognising areas for improvement. As the first point of contact we are the 'face' of the council and pride ourselves on a right first time approach for our customers. We will provide you with the support you need to do your job and you'll be given every opportunity to learn and develop further within the organisation.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

## During your apprenticeship you will

- ◆ Act as the first point of contact for any enquiries, referring onto others as required
- ◆ Responding to routine and ad hoc requests for information
- ◆ Maintain relevant ICT systems, inputting or extracting data
- ◆ Manage and update databases and produce reports
- ◆ Provide admin support in preparing for meetings, booking rooms, printing and collating documents and arranging refreshments
- ◆ Act as minute taker for meetings if required
- ◆ Assist with the preparation of documents such as letters, reports, spreadsheets using various software packages including mail-merge and PowerPoint
- ◆ Carry out research to support the team
- ◆ Assist with maintaining a variety of records
- ◆ Operate in line with Wigan Council policies and procedures
- ◆ Support managers to deliver effective and efficient services to our customers focussed upon achieving successful outcomes and meet corporate objectives aligned to the Deal
- ◆ Actively engage, model and demonstrate to customers the benefits of using online services as the primary customer access channel to help build self-reliance and migrate customers to more cost effective and sustainable delivery channels
- ◆ Undertake any training required to work effectively in the Customer Services Support Officer role
- ◆ Work across Customer Services to provide the service at any location in line with business needs

## In this apprenticeship you will need

**You must be able to demonstrate the following essential requirements:**

- ◆ GCSE's A-C in Maths, English & ICT or equivalent (desirable but not essential)
- ◆ The ability to work accurately and follow instructions
- ◆ The ability to plan work, manage own time and meet deadlines
- ◆ To be enthusiastic and committed to providing excellent customer care
- ◆ The ability to use own initiative and work flexibly as part of a team
- ◆ To be keen to develop a wide range of skills required to work within a busy administration environment
- ◆ The ability to complete the relevant apprenticeship qualification

**During this apprenticeship you will have the opportunity to develop:**

- ◆ The ability to operate computer systems, spreadsheets, word-processing packages and email at home, school or college
- ◆ The ability to communicate effectively with others, both verbally and in writing, including the ability to produce clear and concise letters, notes and forms and to answer the telephone in the appropriate manner
- ◆ The ability to set up spreadsheets and collate data

## Our culture

As an apprentice, you will be expected to adopt the culture and behaviours of the organisation. For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

**Be Positive...** take pride in all that you do

**Be Accountable...** be responsible for making things better

**Be Courageous...** be open to doing things differently

Your line manager will be expected to:

**Inspire...** lead by example and help others to see the big picture

**Care...** show genuine concern for people as individuals and value their contributions

**Engage...** I connect with others both within and beyond the organisation

## Staff Deal

As an apprentice, you will benefit from the principles of our Staff Deal; this is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

# Staff Deal

Wigan  
Council

## Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Signed

*Donna Hall*

Donna Hall CBE, Chief Executive

## Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough

Signed

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