

Job Description and Person Specification

Customer Service Apprentice

Job Details	
Grade	Apprentice
Service	Customer Services
Location	Broadgate House/Friargate
Job Evaluation Code	Apprentice

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<ul style="list-style-type: none"> Supporting Customer Services in delivering a comprehensive high-quality professional, effective and customer focused service. Using systems and following procedures to ensure a competent, accurate and reliable service to all customers. To support the successful delivery of customer service to the public by telephone, e-mail, webchat and other electronic communication and face-to-face.

Main Duties & Key Accountabilities

- To answer customer enquiries or passing them on to another department giving information and helping to solve problems.
- To answer incoming telephone enquiries and switchboard calls and respond to requests for information received by customers.
- To initiate outgoing calls in accordance with procedure, assist with outbound calling campaigns and encourage customer feedback in order to improve council services.
- To accurately collect and record customer information, and where necessary, complete timely referrals to either internal or external service points using agreed means of information transmission.
- To receive and respond to enquiries across a wide range of council services, and act as the initial point of assessment for eligibility.
- To provide advice and assistance to customers in the most appropriate format to meet their needs, demonstrating due attention to customer care and a professional approach at all times.
- To receive and process follow up information about previous requests and reports and to update systems as appropriate.
- To use contact centre software applications and other electronic information systems appropriately and in accordance with procedure.
- To liaise with other departmental staff, partner organisations and external service providers
- To provide general administrative support such as mailing, faxing, photocopying, information storage and printing.
- To gain an awareness of all relevant service developments and participate in all aspects of training, proactively seeking opportunities for learning and self - development so as to improve effectiveness and efficiency of service delivery.
- To carry out duties in accordance with the Council's Equal Opportunities Policy, Information Security standards, the Data Protection Act, Freedom of Information Act and any other relevant legislation that directly affects electronic service delivery.
- Any other duties and responsibilities within the range of the salary grade.

Key Relationships

External:	Residents	Internal:	Customer Services Service Areas
-----------	-----------	-----------	------------------------------------

Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Basic knowledge of the services that are provided by Local Government
Knowledge	Basic knowledge of Customer Service.
Knowledge	Basic digital and ICT skills.
Knowledge	Basic knowledge of equal opportunities in the workplace.
Skills And Ability	Keyboard skills and the ability to undertake training in word processing.
Skills And Ability	Communication skills in order to take information from people and give out information on the telephone and face to face.
Skills And Ability	Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations.
Skills And Ability	Able to work to deadlines.
Skills And Ability	Ability to maintain confidentiality of information.
Experience	Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential.
Qualification	Maths and English GCSE 4/C or above (or equivalent) or ability to complete Maths and English Functional Skills level 2 as part of the apprenticeship

Qualification	Ability to complete Customer Service/Administration Level 3 Apprenticeship Standard.
Special Requirements	A willingness to undertake further training. Must not have already completed the Customer Service/Administration Level 3 Apprenticeship Standard.

Declaration			
Reviewed/Created By:			
Job Title:	Customer Service Apprentice	Date:	February 2023