

Job Description and Person Specification



Job Description

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| Job Title | Customer Service Apprentice |
| Grade | Apprentice |
| Service | Customer Services |
| Reports to | Customer Services Team Manager |
| Location | Broadgate House/Friargate |
| Job Evaluation Code | Apprentice |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role / Output

- 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

Core Knowledge

- 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

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| External Residents | Internal Customer Services Service Areas |
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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.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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| Job Evaluation Code | Apprentice |
| Knowledge | |
| Basic knowledge of the services that are provided by Local Government | |
| Basic knowledge of Customer Service. | |
| Basic digital and ICT skills. | |
| Basic knowledge of equal opportunities in the workplace. | |
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| Skills and Abilities | |
| Keyboard skills and the ability to undertake training in word processing. | |
| Communication skills in order to take information from people and give out information on the telephone and face to face. | |
| Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations. | |
| Able to work to deadlines. | |
| Ability to maintain confidentiality of information. | |
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| Experience | |
| Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential. | |
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| Qualifications | |
| 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 | |
| Ability to complete Customer Service/Administration Level 3 Apprenticeship Standard. | |
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| Special Requirements |
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| A willingness to undertake further training. |
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| Must not have already completed the Customer Service/Administration Level 3 Apprenticeship Standard. |
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| Date Created | June 2021 | Date Reviewed | February 2023 |
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