



Coventry City Council

## Job Description

<b>Post:</b>	Customer Services Apprentice	<b>Job Number:</b>	
<b>Service:</b>	Customer Services	<b>Post Number:</b>	
<b>Location:</b>	Broadgate House	<b>Grade:</b>	Apprentice

### 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.

### Job Purpose:

- 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 and Responsibilities:

- 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

**Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

**Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars**

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

**Responsible for:** N/A

**Responsible to:** Customer Services Team Manager

**Date Reviewed:** June 2021



Coventry City Council

## Person Specification

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<b>Service:</b>	Customer Services	<b>Post Number:</b>	
<b>Location:</b>	Broadgate House	<b>Grade:</b>	Apprentice

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of the services that are provided by Local Government.</li> </ul>
	<ul style="list-style-type: none"> <li>• Basic knowledge of Customer Service.</li> </ul>
	<ul style="list-style-type: none"> <li>• Basic digital and ICT skills.</li> </ul>
	<ul style="list-style-type: none"> <li>• Basic knowledge of equal opportunities in the workplace.</li> </ul>

<b>Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Keyboard skills and the ability to undertake training in word processing.</li> </ul>
	<ul style="list-style-type: none"> <li>• Communication skills in order to take information from people and give out information on the telephone and face to face.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to work accurately to follow procedures and undertake straightforward arithmetic calculations.</li> </ul>
	<ul style="list-style-type: none"> <li>• Able to work to deadlines.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to maintain confidentiality of information.</li> </ul>

<b>Experience:</b>	<ul style="list-style-type: none"> <li>• Previous evidence of developing transferable skills, through work experience or involvement in an extra-curricular activity would be an advantage but not essential.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ability to complete Customer Service Level 3 Apprenticeship Standard.</li> </ul>
	<ul style="list-style-type: none"> <li>•</li> </ul>

<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• A willingness to undertake further training.</li> </ul>
	<ul style="list-style-type: none"> <li>• Must not have already completed the Customer Service Level 3 Apprenticeship Standard.</li> </ul>

**Date Reviewed:** June 2021