

## Job description and employee specification

<b>Job title:</b>	Customer Services Apprentice	<b>Location:</b>	Trinity Road, Cirencester
<b>Reports to:</b>	Resource Officer	<b>Working hours:</b>	37 per week including 20% L&D
<b>Job number:</b>	TBC	<b>Salary range:</b>	£4.15 per hour to rise to £6.15 after successful 6 months
<b>Supervises:</b>	Not applicable		
<b>Purpose:</b>	<p>This is a unique opportunity to start your career in an organisation that provides services on behalf of a group of local Councils.</p> <p>The Customer Service team provides a vital support service to local residents. As part of the team you will be answering telephone enquiries in the busy call centre and providing general administration support to the wider Residential Service Group. You will work towards a Customer Service Practitioner Standard level 2 qualification to support your development in this job role. There will be the opportunity to attend training at Cirencester College to enhance your Apprenticeship experience as well as on the job training.</p>		
<b>Key responsibilities:</b>	<ul style="list-style-type: none"> <li>● Develop an understanding of the various services working within Publica's Customer Service Team, through on the job training.</li> <li>● Develop an understanding of all departments within Publica and actively engage in working together to improve our services within our organisation.</li> <li>● To welcome Council customers and deal with their enquiries efficiently and effectively through face to face, telephone, email and social media communication.</li> <li>● To use multiple IT systems to manage and resolve enquiries and record details accurately.</li> <li>● General office administration including photocopying, scanning and data entry.</li> <li>● To forward enquiries to the appropriate service or organisation and liaise with both internal and external colleagues/customers.</li> <li>● Successfully complete the Customer Service Apprenticeship (within 12-15 months).</li> <li>● Attend any additional training that is deemed necessary for the efficient delivery of the role</li> </ul>		

	<p><b>This job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.</b></p> <p><b>General Accountabilities</b></p> <ul style="list-style-type: none"> <li>● Working to add value to, and be a valued member of the team, and to be valued by customers</li> <li>● The post holder is responsible to maintain a safe working environment and ensure as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>● Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>● Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information</li> </ul>
<p><b>Essential requirements, qualifications, skills and abilities:</b></p>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>● GCSE Level 9 - 4 (formerly A* to C) Maths and English</li> <li>● Commitment to attain the Customer Service Apprenticeship.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>● Experience of working in a team. This could be within any environment (e.g. home / work / education / social)</li> <li>● Excellent interpersonal skills – Communicates effectively and confidently</li> <li>● Good basic level of IT and keyboard skills with a confident attitude to learn new systems</li> <li>● Good written skills and communication</li> <li>● Excellent attention to detail</li> <li>● Genuine desire to help people and an interest in customer service</li> <li>● Problem solving skills – the desire to find an answer and confidence to seek help when appropriate</li> <li>● Proactive/self-motivated</li> <li>● Understand the importance of prioritising workload and meeting deadlines</li> <li>● Confident in communicating on the telephone, emails and face to face</li> </ul>
<p><b>Desirable requirements qualifications, skills and abilities:</b></p>	<ul style="list-style-type: none"> <li>● Experience of working in a Customer Service role</li> <li>● Experience in answering telephone calls</li> </ul>
<p><b>Special conditions:</b></p>	<ul style="list-style-type: none"> <li>● There may be a requirement to work at other Publica Group Limited and/or client locations to meet the needs of the business, use of a car for work purposes would be desirable</li> </ul>

	<ul style="list-style-type: none"><li>• Expected to work reasonable additional hours in line with the needs of the service</li><li>• Ability to maintain confidentiality in accordance with Data Protection</li></ul>	
<b>Date of Issue:</b>	January 2021	
<b>Date reviewed:</b>	04.01.2021	
<b>Reviewed by</b>	<b>Name:</b> Lauren Hanratty	<b>Job title:</b> Resource Officer