

Job Family:	Delivery front line	Grade:	Level 2
Job Title:	Customer Services Assistant Apprentice	Directorate:	Chief Executive's Directorate
Date:	16th August 2018	Version:	1:1

Role Profile - Details Specific to Grade

As an Apprentice, the post holder will contribute to the delivery of the service plan by providing a co-ordinated, consistent and high quality service within directorate.

The post holder will be required to work flexibly across all service areas, responding to the different demands of the business.

The post holder will carry out a range of tasks and using a variety of equipment and technology and receive and respond to enquiries from customers, escalating where necessary.

Brief Description of job role and department

The post sits within the Libraries, Heritage and Arts team reporting to the Operations Manager. The post is a front line customer role working in libraries, serving the public, handling cash transactions, answering basic enquiries and carrying out routine library duties such as shelving and tidying the shelves.

Representative accountabilities

- Operate equipment specific to the job in order to carry out required tasks
- Use IT to support service delivery
- Receive information from customers and pass queries to an appropriate person for resolution
- Communicate politely with customers in order to give information or instructions
- Communicate clearly and appropriately with colleagues and customers
- Provide advice and information on all aspects of service areas, directing contacts to the most appropriate area, if applicable
- Inputs, updates, extracts and analyses data relevant to service activities using relevant ICT systems
- Prepares, edits, formats and prints documents using Google mail

Budgetary accountabilities

- N/A

Specific accountabilities

- With training, to help and support the team by carrying out general administrative/clerical tasks as necessary
- To carry out ad hoc research, correctly process data and/or prepare reports using various ICT packages by ensuring a high level of attention to detail and accuracy
- To effectively communicate with a range of people including customers, colleagues and

other staff in partner organisations

- To maintain record-keeping and filing systems, both manually and electronically
- To develop knowledge of the services provided by the council and available to service users

Person specification (knowledge, skills, experience and behaviours required in the role)

- Demonstrate a commitment to studying towards and achieving a full apprenticeship in a chosen field
 - Commitment to learn day-to-day tasks, to be able to prioritise and to work under pressure both individually and as part of a team
 - Good attention to detail and accuracy
 - Commitment to develop excellent IT skills and customer service skills
 - Ensure tasks are completed within agreed timescales
 - Demonstrate punctuality
 - Attend and participate in team meetings and 1:1 supervisions
 - Attend training as required and complete mandatory e-learning
 - Complete NVQ qualification
- Ensure all health and safety standards are adhered to for the relevant work area
 - Apply diversity and equal opportunities policies in the workplace