

Customer Service Apprentice Role Profile

Job Family:	Apprenticeship	Grade:	Level 2 or Level 3
Job Title:	Customer Service Apprentice	Directorate:	Resources
Date:	15 June 2018	Version:	2:1

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 the Customers, Commissioning and Governance Division within the council.

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, receive and respond to everyday enquiries from customers, escalating where necessary and use a variety of equipment and technology.

Brief Description of job role and department

The post holder will act as the first point of contact for customers of the London Borough of Sutton (LBS) and the Royal Borough of Kingston upon Thames (RBK). Working as part of a multi skilled customer service team across all access channels, including: - online; face to face and phone, to meet customer need.

Key responsibilities are: -

- To work as part of a multi-skilled team delivering effective and consistent customer service over the phone, online and in person
- To maintain and update service request information on the Customer Relationship Management (CRM) system, providing updates to customers and service areas
- To proactively and sensitively resolve customer complaints and issues at the earliest opportunity, recording and escalating through the formal process where appropriate
- To record and administer Freedom of Information Requests and Subject Access Requests
- To support councillors with the reporting and management of casework enquiries
- To follow standardised processes for service request reporting according to the nominated department's guidelines; logging, processing and progress-chasing customer enquiries, escalating where appropriate, to provide a final resolution
- To update content on the council's website and intranet sites to ensure it is

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<p>relevant and up to date</p> <ul style="list-style-type: none">● To work collaboratively with colleagues in Sutton and Kingston councils, partner organisations, customers and councillors to support customer service improvement
Representative accountabilities
<ul style="list-style-type: none">● Operates equipment specific to the job in order to carry out required tasks● Use IT to log information (amending simple databases and files) to ensure that records are accurate and able 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● Communicates clearly and appropriately with colleagues● Provides advice and information on all aspects of service areas, directing contacts to the most appropriate area● 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
No budget management responsibilities
Specific accountabilities
<ul style="list-style-type: none">● 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 whilst ensuring a high level of attention to detail and accuracy● To effectively communicate with a range of people including customers, colleagues and other partner organisation staff● 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)
<ul style="list-style-type: none">● Demonstrate a commitment to study towards and achieve a qualification● 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

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- 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 a qualification

- Ensure all health and safety standards are adhered to for the relevant work area
- Apply diversity and equal opportunities policies in the workplace