

## **Job Description**

<b>DIRECTORATE:</b>	Chief Executive's Directorate
<b>DEPARTMENT:</b>	Customer Services
<b>POST:</b>	Customer Services Apprentice
<b>GRADE OF POST:</b>	Grade 2
<b>RESPONSIBLE TO:</b>	Customer Service Team Leader

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### **JOB PURPOSE:**

Over the duration of the apprenticeship the postholder will gain a range of customer service skills and accredited qualification. Workplace modules will be delivered incrementally, to train the post holder to deal with a range of enquiries from customers about a variety of specialised services provided by Bridgend County Borough Council.

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### **PRINCIPAL RESPONSIBILITIES AND ACTIVITIES:**

- Under supervision answer, investigate and resolve customers' enquiries, in person, by telephone and by email ensuring the delivery of an efficient and effective service to customers in accordance with the 'Customer Charter'.
- Learn to manage customers' expectations, in accordance with the 'Our Promise' regarding waiting times.
- Keep customers informed about what happens next and when.
- Learn to identify opportunities to enhance the customer experience through actively promoting the services provided by Bridgend County Borough Council.
- Identify and suggest improvements to processes and procedures to improve service delivery balancing the needs of the customers and Bridgend County Borough Council.
- Learn to establish and maintain effective working relationships with internal customers to ensure the needs of external customers are met.
- Under supervision update the CRM system and other appropriate customer systems to maintain detailed and accurate customer records.



- Learn to contribute to and observe the Customer Service Centre performance indicators and participate in quality assurance practices.
- Participate in an incremental training and development programme to include on the job training, in achieving a level 2 NVQ in Customer Services to enhance competence within job role.



## **GENERAL DUTIES**

### **Health and Safety**

To fulfil the general and specific roles and responsibilities detailed in the [Health and Safety Policy](#)

### **Equal Opportunities**

To ensure that all activities are operated in accordance with Equal Opportunities legislation and best practice.

### **Safeguarding**

Protecting children, young people or adults at risk is a core responsibility of all employees. Any concerns should be reported to the Adult Safeguarding Team or Children's IAA Service within MASH.

### **Review and Right to Vary**

This Job Description is as currently applies and will be reviewed regularly. You may be required to undertake other tasks that can be reasonably assigned to you, including development activities, which are within your capability and grade.

## Person Specification

### Customer Services Apprentice

The following attributes represent the range of skills, abilities and experiences etc. relevant to this position. Applicants are expected to meet the attributes that have been identified as essential

Attributes	Requirements	Essential	Method of Evaluation/ Testing
<b>Qualifications, Education &amp; Training</b>	<ul style="list-style-type: none"> <li>Minimum of 3 GCSEs including English and Maths at grade C or above or equivalent.</li> <li>Good standard of numeracy and literacy.</li> </ul>		Production of original Qualification Certificates and application form.
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>Experience of using Microsoft Office products or equivalent.</li> <li>Understanding the importance of customer care.</li> </ul>	<p>Yes</p> <p>Yes</p>	Interview, application form and selection process.
<b>Skills &amp; Personal Qualities</b>	<ul style="list-style-type: none"> <li>A strong desire to acquire further knowledge and skills in a working environment.</li> <li>Good communication skills.</li> <li>Ability to work as part of a team.</li> <li>Ability to demonstrate good organisational skills.</li> <li>Excellent IT skills.</li> <li>Ability to carry out tasks following training and or direction.</li> <li>Good attention to detail and ability to work logically and methodically.</li> <li>The ability to communicate through the medium of Welsh.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	Interview, application form, and selection process.