

JOB DESCRIPTION

Customer Service Apprentice Level 2

Service area:	Customer Services
Reports to:	Head of Customer Services/Operations Manager
Responsible for:	N/A
Location:	Buxton
Work flexibly between ALL sites:	Yes
Grade:	Age 23 and Over: £9.50 per hour Age 21 – 22: £9.18 per hour Age 16 – 20: £6.83 per hour
Car driver:	No

JOB PURPOSE

- The apprenticeship will provide rotational experience across all customer service workstreams to gain a broad range of skills at a support/administrative level.
 - Post and Print
 - Digital and online services
 - Call Centre
 - Face to face
 - Planning validation

JOB DUTIES

- To assist with all aspects of support/administrative tasks across all customer services areas.
- To support with the maintenance of electronic filing systems, inputting data and updating databases and excel spreadsheets by using Microsoft office packages and bespoke IT packages.
- To carry out other support tasks and duties as directed to maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- To ensure confidentiality at all times in all matters relating to the work of both Councils.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with any training given, written arrangements for health and safety, and any safe systems of work identified by risk assessments.
- To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
- To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the General Data Protection Regulations.
- To adhere to and embrace the standards of behavior required under the Alliance Choice values and code of conduct.
- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
- To be deployed to carry out election duties during the working day as required.

JOB REQUIREMENTS

Transport Requirements	No
Working Patterns	Customer Service operating hours. Some out of hours work may be required.
Working Conditions	Office based with travel to Alliance locations
Resources Staff/Finance	
Physical	Working to planned priorities
DBS	No