

# Level 3 Customer Service Apprenticeship Job Description

## Role Purpose

This is an entry level role aimed at bringing new talent into the organisation and offering a development opportunity to someone in our community.

The focus of this apprenticeship will be on:

* Supporting the work of the council by contributing to the delivery of services and projects allocated and supported by a supervising manager
* Learning the knowledge, skills and behaviours required of the role
* Completing a programme of study at level 3 which is relevant to the role
* Learning to model Surrey County Council’s Values
* Carrying out the role with enthusiasm, integrity and professionalism
* Support and resolve some wide-ranging enquiries and help customers in a sensitive and courteous manner
* provide an essential service for all Surrey residents who need to contact the council for information and advice

## Empowered to make independent decisions with customers and proactively contribute enthusiasm and ideas to improve the quality of the service provided.

## Work Context

You’ll be joining a team that was a finalist in the 2021 LGC awards and prioritises offering a supportive environment for all team members.

You will be working across all teams within Customer Services including – the Contact Centre (both social care and non social care), the Web and Digital team, Customer Relations and the Blue Badge Team.

We’re committed to supporting you in this role no matter what career pathway you wish to take, whether that’s helping you to progress within the service or providing a gateway to roles in other areas of the Council. You’ll gain invaluable customer service experience as well as insight into the variety of work the Council is responsible for, making you well prepared for whatever your next step might be. We provide extensive training which includes subject matter training, systems training and call handling training to ensure all our new starters understand the importance of successful interactions with customers.

## Representative Accountabilities

* Undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship
* To develop a working knowledge of Surrey County Council’s policies and procedures in line with the requirements of the Apprenticeship standard
* Provide high standards of performance to ensure that the service continues to operate efficiently and effectively
* Under supervision work closely with other team members to assist in a range of projects and service developments.
* Through personal example promote the values and behaviours (including equalities) that underpin the Council’s organisation strategy.
* Understand your business environment and culture and the position of customer service within it
* Understand the impact your service provision has on the wider organisation and the value it adds.
* Demonstrate a continuous improvement and future focussed approach to customer service delivery including decision making and providing recommendations or advice.
* Duties for all
Values: To uphold the values and behaviours of the organisation.
Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.
To have regard to and comply with safeguarding policy and procedure as appropriate.

## Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

* Ability to work towards and achieve a level 3 apprenticeship
* Educated to GCSE level (or equivalent)
* GCSE 9-4/A\*-C in Maths (or equivalent) or ability to work towards level 2 maths
* GCSE 9-4/A\*-C in English (or equivalent) or ability to work towards level 2 English

## Details of specific qualifications and/or experience required for role in line with role outputs

* Excellent IT skills and use of databases to a high standard of accuracy
* Ability to work effectively and flexibly and as part of a team
* Effective written and verbal communication and interpersonal skills.

You will need to evidence relevant experience (not necessarily in a Contact Centre) combined with a natural capacity for empathy in dealing with sensitive and potentially distressing calls

## Role summary

Roles at this level typically work as part of a team performing routine duties to support the team. They will usually have little prior knowledge or experience and will be interested in pursuing a career in the organisation but require training. Tasks are generally straightforward within established routines and procedures and under regular or direct supervision, and training is provided for more complex tasks. There is a need to plan and prioritise work and training activities. They are given the opportunity to learn about a range of activities and procedures, developing capabilities though learning on the job and/or formal study.