



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Apprentice - Customer Advisor		
GRADE:	NMW	SERVICE AREA	Customer Experience Centre
JOB CODE:			
REPORTS TO:	Customer Experience Centre Team Leader Customer Experience Centre Senior Customer Advisor	LOCATION:	TBC
SPECIAL CONDITIONS:	For this role the successful candidates must undergo a Baseline Personnel Security Standard (BPSS) check. BPSS is the minimum standard to ensure the identity and integrity of an employee who has access to official information using secure networks linking central government and local authorities. A BPSS check involves four main elements: Identity Check, National and Immigration Status, Employment History (last 3 years) and Verification of Criminal Record (unspent convictions only)		

1. Main purpose of the job role:

- To act as a first point of contact for customers enabling effective resolution of customer requests, including supporting them to increasingly self-serve
- Answering customer contacts through a variety of channels
- Taking responsibility for processing a range of different enquiries and requests in relation to council services
- Supporting a satisfactory conclusion for the customer.
- To communicate verbally with customers and provide advice and/or information in accurate spoken English

2. Role specific duties and accountabilities:

1. To provide a professional service to customers which is in line with our customer experience principles - helpful, empowering, accessible, responsive and transparent
2. To act as a first line of support providing resolutions to customers where possible using tact, diplomacy and empathy to diffuse potentially tense confrontations in a positive and calm manner
3. To ensure complex or high priority queries are correctly actioned and routed to the correct service area or team
4. To liaise with other members of staff where complex issues require assistance
5. To utilise multiple IT and customer contact systems to accurately record customer information
6. Where appropriate, produce customer documentation in relation to the customer's request
7. To actively promote positive change across the council, for example shifts to digital channels
8. Maintain accurate and up-to-date records, providing clerical support as required

9. To take payments in accordance with the council's rules and regulations that utilise up-to-date technology

10. Contribute to the review of service processes, practice and documentation to improve service delivery and performance

11. To work with the directorates and contact centre systems to maintain existing and create new knowledge base line

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

JOB TITLE Apprentice Customer Adviser	GRADE NMW	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: <i>refer to corporate behaviours document</i>		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
Abilities/Skills: (refer to JE guidance document)		
Excellent verbal and communication skill	A/I	3
Good organisational skills	A/I	3
Good ICT skills	A/I	2
Ability to quickly take on board new information	A/I	3
Effective communication to liaise with senior colleagues to address more complex requests	A/I	3
The ability to maintain excellent service delivery levels and work calmly and accurately, with attention to detail when under pressure or in challenging situations	A/I	3
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		

Experience in customer-facing position is preferred but not essential		A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
GCSE grades 4-9 Maths and English or equivalent.		A	
Willing to undertake appropriate training as necessary, (including attendance at University and/or College) in the pursuit of achieving a recognised Apprenticeship – Customer Services Practitioner Level 2		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	
Awareness of, and commitment to, confidentiality and handling data		I	
Prepared by:	Kirstin Smith	Date:	18 th June 2021