**JOB DESCRIPTION**

**JOB TITLE:** Customer Services Apprentice

**DIVISION:** Various

**RESPONSIBLE TO:** Various

**Purpose of Post**

Provide customer service support, including the answering of telephones, reception, cash office and post room duties.

In addition, skills, knowledge and experience will be developed in all aspects of customer services within a public sector environment whilst working towards an NVQ level 2 and/or level 3 in Customer Service.

**Main Duties and Responsibilities**

* To provide customer service and administrative support to service areas.
* To work effectively in a team,liaising appropriately with others, meeting deadlines, following supervisor’s instructions.
* To communicate effectively using the telephone, e-mail, in writing and face to face, following HBC procedures.
* To use computer systems effectivelyas required by work placement areafor example Microsoft Office and Outlook, databases including customer and financial management systems.
* To use office equipment effectively such as,photocopiers, telephone systems, computer equipment, fax etc.
* To use postal systems effectively.
* To accurately monitor and maintain records.
* To demonstrate a commitment to developing personal skills in accordance with the apprenticeship framework.
* To meet deadlines associated to progression throughout the full apprenticeship period.
* To complete assignments/projects which relate to the apprenticeship framework, meeting target dates.
* Any other duties of a related nature, which might reasonably be required and allocated by the Manager/Supervisor.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: May 2018

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**