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**APPLICATION FOR EMPLOYMENT**

Thank you for the interest you have shown in the vacancies within Stockton on Tees Borough Council.

Completed forms can be e-mailed to recruitment@xentrall.org.uk or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT,** marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

**Apprentice Customer Service**

**Vacancy ID: 009894**

Salary: £8,103 - £15,106 Annually

Closing Date: 31/03/2019

**Benefits & Grade**

Apprentice, age depending, pay award pending (see below)

**Contract Details**

Fixed term for 12 months

**Contract Hours**

37 hours per week, may include some occasional evening work

**Disclosure**

The successful applicant will be subject to an enhanced DBS check

**Interview Date**

23/04/2019

**Job Description**

Are you looking for an opportunity to gain a **Level 2 or 3 Customer Service** apprenticeship qualification whilst gaining valuable work experience? If so, Stockton Borough Council have an exciting new opportunity within our Family Hub in Thornaby. We are an organisation where we all make a positive contribution to work for the whole Council, where we never lose sight of the fact we are here to serve the people of the borough.

We are looking for an enthusiastic, hard-working, positive individual who is self-motivated and able to work on their own initiative as well as being a team player. The successful candidate will be committed to providing excellent service, be willing to learn and develop and will not be afraid to try new things

You will be given the opportunity to gain valuable work experience providing a first point of contact service for all our service users, whilst working **towards a Level 2 or 3 Customer Service apprenticeship** qualification through Stockton Learning and Skills. You will be given the skills and knowledge to deal with a range of duties and become part of a team that is committed to delivering high standards of customer service.

The successful candidate will be responsible for assisting in providing an efficient, professional and customer focused welcoming service within a Family Hub, in addition to assisting with clerical and administrative support. This includes taking calls on the main telephone number, signposting to appropriate services, raising work requests, forwarding messages, maintaining and updating information and display boards, assisting with routine health and safety duties, helping with customer satisfaction surveys, marketing of services using a variety of media platforms including Facebook and Instagram and inputting and collating data.

Apprenticeship opportunities are open to anyone over the age of 16 years with no upper age limit. You will be required to meet the entry requirements for the Level 2/3 Customer Service course which will be delivered by Learning & Skills.

**The start date for this position is negotiable so we would welcome applications from summer 2019 school/college leavers as well as the wider community and age groups.**

Upon successful completion of your apprenticeship you will have the opportunity to progress your career within the Council subject to suitable vacancies being available. As an Apprentice, you will be eligible to apply for any internal vacancies as and when they arise within the Council.

An online application form and further information is available from [www.stockton.gov.uk/jobs](http://www.stockton.gov.uk/jobs)

Please ensure you refer to the Job Description and the essential and desirable criteria in the Person Specification when completing the Personal Statement on the application form, as this information is used to select candidates for interview.

If you would like an informal discussion about the post, please contact Adele Jaab, Family Hubs Manager, on 01642 527226.

The application form is available in alternative formats from Xentrall Recruitment Services, tel: 01642 526992 or email recruitment@xentrall.org.uk

Stockton-on-Tees Borough Council ensures that all customers, both internal and external receive a consistently high quality level of service.

**Apprenticeship Rates of Pay:**

|  |  |  |
| --- | --- | --- |
| **Age** | **Annual Salary****April 2018** | **Annual Salary****April 2019** |
| Under 18 | £8,103 p.a. | £8,392 p.a. |
| 18 to 20 | £11,382 p.a. | £11,865 p.a. |
| 21 to 24 | £14,238 p.a. | £14,855 p.a. |
| 25 and over | £15,106 p.a. | £15,839 p.a. |

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| Stockton-on-Tees Borough Council |  |
| JOB DESCRIPTION |
| **JOB TITLE: Apprentice Customer Service**  |
| **DURATION: 12 Months**  |
| **GRADE: Apprentice, age dependant** |
| **REPORTING TO: Family Hub Co-ordinator**  |
| **1.** | **JOB SUMMARY:*** To assist in providing a quality, customer focussed and welcoming environment to those using the Family Hub
* To assist with the provision of clerical and administrative support working within the Family Hub
 |
| **2.** | **MAIN RESPONSIBILITIES AND REQUIREMENTS** |
|  | 1. | Undertaking a range of Customer Services duties including:

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| --- | --- |
| * Customer / Visitor care
* First Line response to queries
* Signposting to appropriate services
* Taking calls on the main telephone number
* Logging enquiry details
* Maintaining and updating Information and Display boards
* Marketing of services using a variety of media platforms including Facebook and Instagram
* Conducting Customer Satisfaction Surveys
* Raising work requests
* Printing documents & publications
* Inventory checking and updates
 | * Filing & Information Management
* Data input & collation
* Updating systems
* Photocopying/Scanning and Indexing
* Support routine Health & Safety duties
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|  | 2. | Undertaking such personal training and development as may be deemed necessary to undertake the duties and responsibilities of the apprenticeship post and maintaining attendance at both work and college to enable satisfactory completion of qualifications.  |
|  | 3. | Using Information Technology which includes Microsoft Office and in house systems. |
|  | 4. | Making a positive contribution to the design, implementation and maintenance of office systems and procedures. |
|  | 5. | To shadow Colleagues as directed. |
|  | 6. | Ensuring that current legislation and Council policies and procedures are adhered to in the provision of services. |

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| **3.** | **GENERAL** |
| **Other Duties -** The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder. |
| **Workforce Culture and supporting behaviours and Code of Conduct –** The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.**Shaping a Brighter Future –** The post holder will embrace the Council’s “Shaping a Brighter Future” programme.**Personal Development** –As defined by the Council’s Culture Statement, all employees will take responsibility for their own development **Customer Services –** The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.**Policies and Procedures –** The post holder is required to adhere to all Council Policies and Procedures. |
| **Health and Safety –** The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.**Safeguarding –** All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.  |

**Job Description dated March 2019**



**PERSON SPECIFICATION**

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| --- | --- | --- |
| **Job Title/Grade** | Apprentice Customer Service - Level 2 / 3 | Apprentice, age dependant |
| **Directorate** | Childrens Services | Family Hub |
| **Post Ref:**  | 34684 |

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|  | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| Qualifications  |  | * NVQ Level 2 in Business Administration/Customer Service or equivalent.
 | Application form |
| Experience | * Working as part of a team (this could be in a sporting, educational, work or social setting).
 | * Office/Reception experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc.
* Experience of using Microsoft PowerPoint, Word and Excel
 | Application / Interview |
| Knowledge & Skills | * Legible handwriting.
* Good attention to detail.
* Be articulate and able to converse confidently in a pleasant and professional manner.
* The ability to copy/transfer information accurately.
* Have the ability to understand and apply regulations and written instructions.
* The ability to communicate both orally and in writing
 | * Able to use Microsoft Office e.g. Word and Excel
* Creative flair
 |  |
| Specific behaviours relevant to the post | * Demonstrate the Council’s Behaviours which underpin the Culture Statement.
* Flexible approach to work.
* Ability to be punctual.
* High personal standards and self-discipline in working to tight deadlines
* The ability to work as an effective member of a team
* Self-motivated.
 |  | Application / Interview |
| Other requirements | * Smart Appearance
 |  | Interview |

**Person Specification dated March 2019**

**Conditions of Service**

**General**

Conditions of service will vary from service to service. However, there are some general points to cover.

Conditions of service generally are those contained in the appropriate National Joint Council Schemes but have been supplemented in a number of areas by locally agreed conditions. The relevant Handbooks are available for reference in all departments.

**Office Hours**

The normal working week is 37 hours. Council offices are generally open to the public from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). The majority of office staff are able to take part in the Councils flexible working hours scheme. Elsewhere, fixed hours or shift working may be operated according to the needs of a particular service.

**Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

**Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

**Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

**Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

**Probation**

New entrants to Local Government will be required to complete a six month probationary period.

**Equal Opportunities**

The Council is working towards an environment where all employees, residents and service users receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

**Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

**Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

**Smoking Policy**

The Council operates a No Smoking Policy.

**Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted.  If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Council. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Council in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.