

Northumberland County Council

JOB DESCRIPTION

Post Title:	Apprentice	Director/Service:	Various throughout Northumberland County Council	Office Use
Band:	National Minimum Wage	Sector:	Various throughout Northumberland County Council	JE ref:
Responsible to:	Line Manager	Date:	January 2018	HRMS ref:
Job Purpose:				
To provide an efficient and effective front line service (telephone or face to face) for the residents, businesses and visitors of Northumberland. Act as an advocate for the Customer to ensure they receive the information, advice and access they need to all appropriate council and partner services.				
Job Context: Individual will be expected to develop and apply technical knowledge relevant to the job role to support the team.				
Resources	Staff	None		
	Finance	May be required to assist with cash handling processes including Handitills.		
	Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information.		
	Clients	May be required to work with internal and external service clients.		
Duties and key result areas: Undertaken individually or as part of a team, these are examples of some of the duties that may be carried out by the post holder. The actual duties may vary depending on the requirements of the role.				
<ol style="list-style-type: none"> 1. Complete administration work that supports the needs of the department. 2. To provide an effective and efficient service to internal and external customers 3. Understand who customers are and the difference between internal and external customers 4. Obtain customer feedback and evaluate 5. To deal with customers face to face and on the telephone. 6. Receive telephone calls from internal and external customers, deal with visitors, take messages and answer straightforward enquiries in accordance with service standards. 7. Provide general office services such as photocopying, collation, laminating and binding in accordance with guidelines. 8. Prepare and present a range of documents such as correspondence and emails to an agreed standard. 9. Operate general office equipment, maintaining stocks of consumables, booking service calls to ensure continuity of service. 10. Enter data into spreadsheets, databases and other electronic information systems, extract and distribute information as directed ensuring accuracy and confidentiality. 11. Maintain information systems such as filing, client or asset records, booking systems and reference materials ensuring accuracy, confidentiality, ease of use and access. 12. Deal with incoming and outgoing post in accordance with established procedures. 13. Carry out all mandatory training. 14. Cover some duties of other administrative staff within the department during times of annual leave and sickness as required. 15. Other duties appropriate to the nature, level and grade of the post. 				
Work Arrangements				
Physical requirements:	Activities normally undertaken in a seated position with some walking, bending or stretching and an occasional need to lift or carry.			
Transport requirements:	n/a			
Working patterns:	37 hours per week, day work. Flexible working hours may apply provided staff work collaboratively to provide cover for services.			
Working conditions:	Minimal exposure to disagreeable, unpleasant or hazardous conditions.			

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PERSON SPECIFICATION

POST: Customer Service	SERVICE: All Directorates	Ref: 2658
Essential Good Communication Skills To be able to deal with Customers face to face and on the telephone	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> No particular qualifications or knowledge are required but the nature of the job demands a good general education demonstrating numeracy and literacy. 	<ul style="list-style-type: none"> 3 or more GCSE's (or equivalent) including Maths and English 	
Experience		
<ul style="list-style-type: none"> Previous experience is not an essential requirement. 		
Skills and competencies		
<ul style="list-style-type: none"> Good verbal and written communication skills. Good numeracy and literacy skills. Basic knowledge of word processing, spreadsheets and databases. Able to follow instructions and procedures with guidance. Ability to plan and organise daily work routines with guidance. Adaptable and able to deal with changing priorities. Supportive and effective team player. Ability to engage with service users and members of the public. Clear and logical thinking required to deal positively with problems occurring within normal work routine with guidance. 	<ul style="list-style-type: none"> Able to type and set out an e-mail or document quickly and accurately. Ability to deal with routine and non-routine enquiries as first point of contact. 	
Physical, mental and emotional demands		
<ul style="list-style-type: none"> Normally works in a seated position with some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. 		
Motivation		
<ul style="list-style-type: none"> Reliable and keeps good time. Ability to work flexible hours. Demonstrates enthusiasm for obtaining an administration related qualification. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude. 		
Other		
<ul style="list-style-type: none"> Committed to equality and diversity and safeguarding Committed to health and safety 		

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| <ul style="list-style-type: none">• Committed to client confidentiality• A commitment to providing a quality administrative support• Reliable and good time keeping• Appropriately follows instructions | | |
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Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits