**NORTHUMBERLAND COUNCIL** **JOB DESCRIPTION**

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| **Post Title**: Customer ServiceApprentice | | **Director/Service:** Human Resources | | **Office Use** |
| **Grade:** National Apprenticeship Pay Framework | | **JE ref:3717**  **HRMS ref:** |
| **Responsible to:** Placement Supervisor | | **Date:** January 2021 | **Manager Level:** N/A |
| **Job Purpose:** To assist in the day to day Customer Service provision of Northumberland County Council. You will be expected to develop and apply the technical knowledge gained during training, to the job role. Key to your success will be the ability to develop relationships across all levels within the organisation, good time management & organisational skills as well as enthusiasm & commitment. | | | | |
| **Resources** | Staff | None | | |
| Finance | | None | | |
| Physical | | Use of IT Equipment and shared responsibility for other equipment provided. | | |
| Clients | | Visitors & Contractors | | |
| **Duties and key result areas:** Undertaken individually or as part of a team, these are examples of some of the duties that may be expected to be undertaken by the post holder:   1. To provide an effective and efficient service to internal and external customers 2. To deal with customers face to face and on the telephone 3. To prioritise & organise your own workload 4. To maintain a filing system 5. To assist in the general administration as required. 6. To support the Administration Staff with their day to day duties in the main reception area   The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post. | | | | |
| **Work Arrangements** | | | | |
| Transport requirements: Must be able to get to location  Working patterns: 37 hours per week  Working conditions: | | None  Flexible | | |

**NORTHUMBERLAND COUNCIL** **PERSON SPECIFICATION**

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| **Post Title:** Customer ServiceApprentice | **Director/Service/Sector** |  | |
| **Essential** | **Desirable** | **Assess**  **by** | |
| **Knowledge and Qualifications** | | | |
| * Grade 4 (c) GCSE Maths & English (or equivalent) * A good general education demonstrating numeracy and literacy. An initial assessment many be carried out | * 4 GCSE’s Grade 4 (c) or equivalent inc Maths and English | Application  Interview | |
| **Experience** | | | |
| * Previous experience is not an essential requirement | * Experience of working in a customer service environment |  | Application  Interview | |
| **Skills and competencies** | | | |
| * Good Communication Skills * To be able to deal with Customers face to face and on the telephone * Ability to work to deadlines * Ability to work as part of a team * Ability to keep accurate written records * Ability to follow instructions & procedures with guidance |  | Application  Interview | |
| **Physical, mental and emotional demands** | | | |
| * Ability to work on own initiative * Must be punctual and reliable |  | Application  Interview | |
| **Other** | | | |
| * Committed to Equality and Diversity and Safeguarding * Committed to Health and Safety * Committed to client confidentiality * Committed to providing a quality administrative support * Committed to the Values & Vision of Northumberland County Council |  | Application  Interview | |