



Job Description and Person Specification

Job Title	CUSTOMER SERVICE APPRENTICE LEVEL 2
Job Grade	This post is graded at NMW
Reports to	DEPARTMENT SERVICE MANAGER/ APPRENTICE ADVISOR
Direct Reports	LINE MANAGER/APPRENTICE ADVISOR
Other Resources	LAPTOP
Role Purpose	To complete a customer service apprenticeship in a specified timeframe and gain on the job knowledge and experience. To develop and apply characteristics of the NCC agreed behaviours and values in all activities. To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our citizens first through the delivery of best value services Minimum training period expected is 15 months. This includes the end point assessment period. This may reduce if an apprentice has gained previous relevant knowledge and skills, which is recognised as accredited Prior Learning.
Key Accountabilities	To be committed to attend college for off-site training to obtain the Customer service practitioner level 2: Intermediate apprenticeship. To accurately complete all required documentation and coursework on a regular basis, and to specified deadlines. To complete and pass the End point Assessment to complete the apprenticeship. To attend monthly meetings as directed by the Apprentice Advisor to establish progress made against apprenticeship standards and evaluate training needs. To undertake training alongside a qualified member of staff on all aspects of the role of a customer service practitioner and to deliver high quality products and services to the customers of the organisation including: • Assisting with providing a high-quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. • Assisting to deal with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, after care, service recovery or gaining insight through measuring customer satisfaction. • You will be the first point of contact and work in any sector or

	organisation type. • Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media. • To maintain and keep clean any allocated equipment- if provided. As part of your ongoing learning, you will also develop your knowledge and understanding of... • The organisation's customer service standards and strategy and appropriate regulatory requirements • Product and/or service knowledge available to your customers. • How your actions influence the customer experience and links their satisfaction with your organisation. You will also: • Work to NCC behaviours in all aspects of the role and with all stakeholders. • Promote apprenticeships via giving talks, demonstrations, and workshops to our partners, local schools, colleges and internal programmes such as Women in construction, Apprentice Diversity Champions Network, East Midlands Apprentice Ambassador Network and other Apprentice groups as required. • Promote and encourage tenants and leaseholders to be involved to influence and develop services in their local community through tenant involvement /academy. This is not a complete statement of all duties and responsibilities of this post. The post holders may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.
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Created: Lisa Porter: Apprentice Advisor.

Signed and agreed by the post holder: Lisa Porter

Date: 01/06/2023

PERSON SPECIFICATION – ROLE TITLE

Requirements	Essential – E /Desirable - D
Experience and knowledge	
Demonstrate a proven record of successfully completing a course of study with commitment to further study.	D
Ability to demonstrate effective literacy and numeracy	D
Ability to work effectively under pressure and organise and prioritise work to meet deadlines.	D
Ability to communicate effectively with customers and colleagues, through face to face, written and telephone contact	D
Able to understand and interpret instructions.	D
Ability to work effectively as part of a team.	D
Able to demonstrate commitment to a good quality customer service/ good work ethics e.g. timekeeping, reliability, willing to dress smartly and wear a Company badge.	E
Understanding of and ability to use computers and relevant software.	E
A positive, enthusiastic attitude and the ability to use own initiative, think creatively and find solutions to problems.	D
Able to travel to work on time anywhere within the city of Nottingham.	D
Must demonstrate an awareness and understanding of health and safety issues.	D
Demonstrate an understanding and a commitment to Nottingham City Homes' Equality and Diversity Policy.	D
Skills and Abilities	
Good interpersonal skills, and the ability to communicate effectively including active listening and questioning.	E
Qualifications	
Maths, English and ICT GCSE or equivalent or willing to work towards a relevant qualification.	E
Behaviours	
• Self-motivation • Working effectively at both a strategic and an operational	E

level	D
• Effective communication	E
• Well organised and a methodical approach to completing tasks	D
• Ability to prioritise	E
• Analytical skills and ability to identify trends in data	D
• Customer focused on reaching resolutions to issues	E

Author: Lisa Porter, Apprentice Advisor

Date 01/06/2023