



Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

| Job Description | |
|--|---------------------------------------|
| Job title: | Customer Services Apprentice |
| Service: | Communications and Customer Services |
| Team: | Customer Services Team |
| Location: | The Burys, Godalming, Surrey, GU7 1HR |
| Reporting to: | Customer Services Centre Team Leader |
| Responsible for: | N/A |
| Principal purpose of the role | |
| <ul style="list-style-type: none"> • To be a member of the team providing customer support within our Customer Service Centre. • Working with Customer Services Centre colleagues to cover opening hours. • To work in partnership with other officers and external service providers, as dictated by the relevant process. • To be the first level of response to a range of service enquiries across a range of Council services areas to the Customer Services Centre, with the aim of resolving the enquiry at the first point of contact where possible or escalating as required. • Customer Services are the first point of contact for members of the public. They answer questions about front line services the council provide including housing, waste, recycling and planning applications. <p>Apprenticeship:</p> <ul style="list-style-type: none"> • To complete a Customer Service Practitioner Level 2 or Customer Service Specialist Level 3 diploma. | |
| Main duties and accountabilities | |
| <ul style="list-style-type: none"> • To be included in the weekly Rota to support reception when required. Keep the reception area tidy and attractive, ensuring equipment in reception is in working order. | |

- Maintain appropriate records and databases and ensure documents are filed on the relevant computer systems.
- To follow the agreed process/ workflow for individual customer enquiries, including administration and customer notifications to resolve the activity.
- To encourage customers to use digital communications (such as the customer self-service portal, online forms) and to assist customers to self-serve where possible.
- To greet, direct and assist customers using appropriate language and tone to identify the customer query and supply a limited range of options such as signposting to the Council's website or other organisations, or simple advice.
- To provide information to customers, ensuring customers receive efficient, effective and friendly service at first point of contact in line with corporate targets and best practice, escalating queries to colleagues as required.
- Compile responses to basic requests for service through a variety of communication methods, e.g., email, phone, in person, letter.
- To communicate with the customer, paying particular attention to vulnerable customers, to fully understand the enquiry and help them to resolve the problem where possible. To escalate any concerns (i.e. safeguarding matters) to their team leader.
- Respond promptly and effectively to all customer enquiries in line with customer channel service levels and performance targets and to provide your name as a point of contact, where necessary. Helping to administer subscriptions and responding to online forms.
- Actively promote the Council's Equality and Diversity policy in all aspects of your duties.
- Ensure that the principle of confidentiality and the requirements of the Data Protection Act are fully applied at all times.
- To treat all customers, contractors and contacts with dignity and respect whilst at work in accordance with the Council's policies, guidance, and protocols. To deal with customers, contractors, and contacts in a polite, friendly, and helpful manner.
- This role has a busy nature requiring constant focus on a variety of tasks; therefore, multitasking is important.
- To provide any other administrative support necessary for the team.

Health and Safety

- Comply with all Health and safety legislation and Council policies for your area of work, ensuring that risks are identified, managed, and monitored as required.

Apprenticeship

- To use up to 6 hours a week to focus on your diploma.
- To show commitment and have a positive approach to completing the diploma.

Customer and Contacts

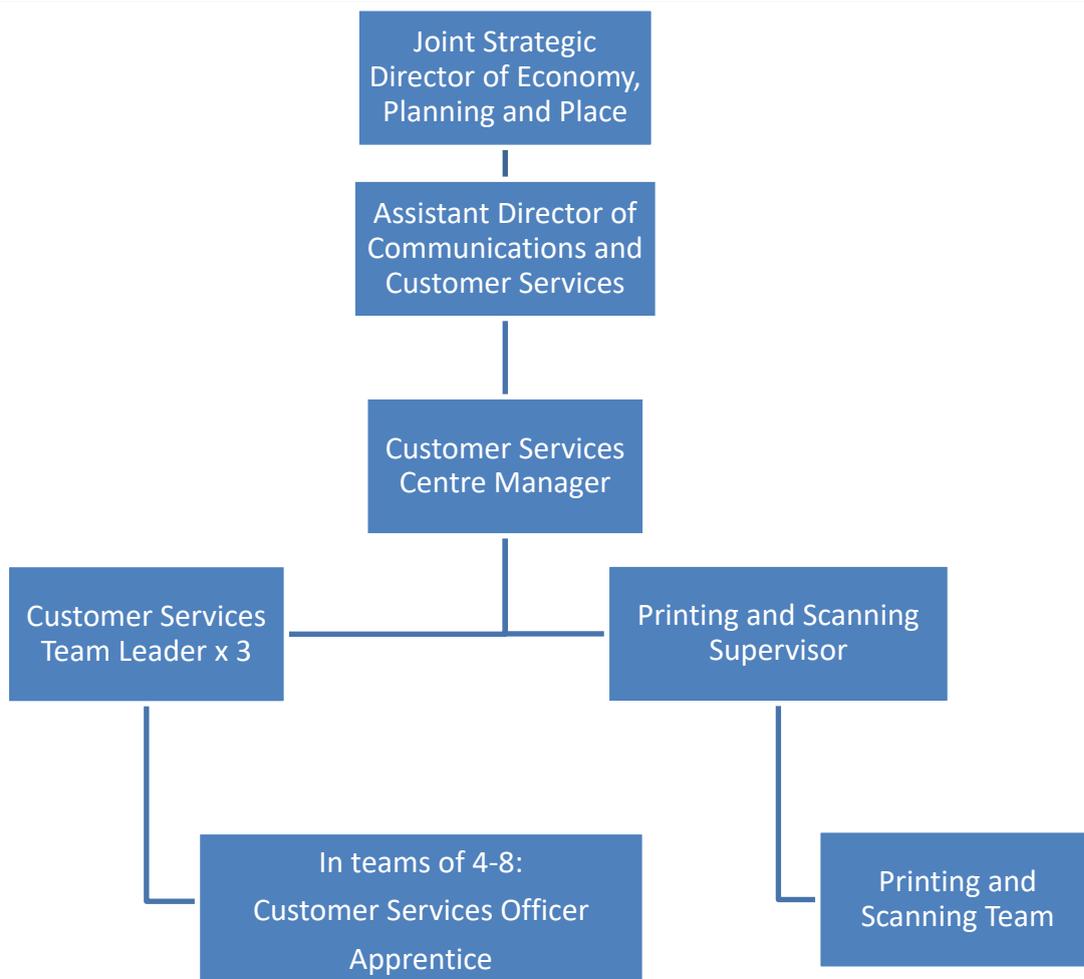
Internal

- Colleagues within Customer Services
- Environmental Health and Environmental Services Team
- Housing Team
- Parks and Leisure Team
- Planning Team
- Any other relevant Departments

External

- Borough and Parish/Town Councillors
- Members of the Public
- Representatives of other local authorities and County Council
- The Police
- Contractors
- Representatives of local organisations

Service/Team Structure



SPECIFICATION

Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.

| Person Specification | | | | |
|--|--|---------------------------------------|---|--------------|
| | Essential criteria | How Assessed | Desirable criteria | How Assessed |
| Qualifications/ Education / Training / Experience | <p>Good general standard of education (5 GCSEs A-C or 9-4 or equivalent including English and Maths).</p> <p>The ability to study for Customer Service Practitioner Level 2.</p> | A/C | The ability to study for Customer Service Specialist Level 3. | A/C |
| Knowledge / Technical Skills | <p>Good level of computer literacy with good understanding of Microsoft Office (e.g., Word, Excel, Outlook, PowerPoint).</p> | A/I | Awareness of Safeguarding. | A/I |
| Communication | <p>Positive attitude when asked to complete tasks.</p> <p>Good written and verbal communication skills, with attention to detail.</p> <p>Good listening and empathy skills.</p> <p>Able to understand others' points of view.</p> | <p>A/I</p> <p>A/I/E</p> | Experience of using a range of different communication styles in a voluntary or paid job (e.g., in person, phone, email, letter). | A/I |
| Customer Service | <p>Prompt in responding to inquiries.</p> <p>Friendly and helpful. Patient, courteous and flexible when dealing with people,</p> <p>Able to accurately record customers' requests.</p> <p>Motivated to help resolve customers' problems.</p> <p>Understanding of the importance of equality and diversity in service delivery.</p> | A/I | Experience of paid or voluntary work dealing with customers (e.g., as a receptionist, in a shop, bar or restaurant). | A/I |

| | | | | |
|---|--|------------|--|------------|
| Team Working | <p>Works with other people to achieve shared goals.</p> <p>Deliver the work asked of you.</p> <p>Treat everyone with respect.</p> <p>To be courteous to other members of the team.</p> | A/I | <p>Experience of team working where you have achieved a shared goal (e.g., sports team competition, school, college project, Scouts/Guides badges etc.).</p> | A/I |
| Managing self | <p>Treat everyone with respect.</p> <p>To be courteous to other members of the team.</p> <p>Able to maintain confidentiality when dealing with sensitive data.</p> <p>Ability to multitask.</p> <p>Able to prioritise workload</p> | A/I | <p>Experience of achieving assignment deadlines or helping to arrange an event or activity that had to run to time (e.g., school, college play/production, music event, school, college dance).</p> | A/I |
| Can do approach / Achieving results | <p>Takes pride in work.</p> <p>Responds to changing needs and circumstances.</p> <p>Keen to learn and develop skills.</p> <p>Solution focused workstyle.</p> | A/I | <p>Experience of making improvements to an existing project or starting something new (e.g., setting up a club or society or making changes to something in school, college or at work that has made something work better).</p> | A/I |
| Additional Specific Requirements for this post * | <p>For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop, or tablet.</p> | A/I | | |

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment