



Job Description

Job title	Customer Service Apprentice	Hours	One 37 hour position One 32 hour position
Department	Customer Service	Salary	NMWU18- (£14,568 per annum) NMW1820- (£19,293 per annum) NLW21- (£23,559 per annum) All subject to national increases
Location	Currently mix of home and office-based working in Grantham	Contract	Fixed term- Length of qualification training

Main Job Purpose

To provide a high quality, multi-disciplined and effective customer service ensuring that any enquiry is responded to in a timely, accurate and efficient manner. (The duties and responsibilities attached to the job may vary from time to time without changing the general character of the duties or the level of responsibility entailed).

- Receive and assist customers visiting and contacting the Council via any means of communication to the highest standards of customer care as specified in the Customer Service Standards.
- Provide customer services across a range of functions on behalf of the Council and partner organisations as required.
- Record all contacts in the Customer Relationship Management System (CRM). If unable to deal with an enquiry, then identify service specialists and make appropriate transfer to 'back office'.
- Interpretation of customer enquiry to establish correct management of enquiry which could include signposting, part completion or full resolution.
- Use comprehensive IT systems to manage enquiries, access information and to provide customers update information on outstanding enquiries (access and updating of administrative systems in 'back office' sections may be required).
- Actively encourage and promote the use of self service, supporting customers to do so face to face and over the telephone in a call centre environment.
- At all times, act as an ambassador for the customer service centre and South Kesteven District Council and assisting communications and/or liaison with staff in service sections, senior management, Councillors, members of the public and other agencies.
- Proactively help to resolve complaints including them on the CRM database and advising customers of applicable Complaints Procedures.

This role is not politically restricted.



Main Statement of Responsibilities

- To work with diverse communities and people to support their access for involvement and to services.
- To promote equality of opportunity.
- To be clear about performance targets and actively contribute to their achievement.
- To take responsibility for own personal development.
- Embrace and promote the Council's Values and Behaviours.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people and vulnerable adults.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

- Manages time effectively and delivers against agreed objectives while working under own initiative.
- Communicates clearly using straightforward language.
- Able to work with others to get the job done well.
- Able to challenge the norm and find ways to improve.
- Evidence of continuous learning
- Take personal responsibility for own work and focuses on solutions and action to ensure agreed objectives are met.
- Respond to customer's needs and learn from feedback to improve the customer experience.
- Ability to meet service standards within agreed timescales.
- Effective I.T. skills to maintain a customer CRM with accuracy
- Treat all individuals with respect and dignity.

Desirable

- Working knowledge of a wide range of Council Services.

Relevant Qualifications

Essential

- Ability to make suitable travel arrangements to the office is required.

Desirable

- Qualified to a good general standard of education (4 GCSEs (9-4) or equivalent

Communication and Interpersonal Skills

Essential

- Effective team worker.
- Ability to remain calm in pressurised situations.
- Flexibility in terms of hours and duties (preparedness to undertake any tasks required.

Desirable

- Awareness of equality issues