



Role Description

Post Title: Customer Service Apprentice

Post Number:

Directorate: People's Services

Department: Children & Young People Services, Children's Social Care

Grade: First 12 months at £236.80 per week (Rising to £279.35 from 1 April) (National Apprenticeship Wage) and the final 3 months at the relevant age-related pay in accordance with the National Minimum Wage and National Living Wage rates

Reports To: Service Support Supervisor

Purpose

To learn and develop and be able to work within the team to provide customer service (including administrative) support to the Service / Team to both internal and external customers under the guidance and supervision of the Supervisor / Manager

Responsibilities & Outcomes

AS AN APPRENTICE YOU WILL SUPPORT AND LEARN / BE DEVELOPED TO GAIN SKILLS, KNOWLEDGE AND BEHAVIOURS TO ENABLE YOU TO:-

- Understand internal and external customers.
- Have good communication skills and use different channels to be able to do this, both internally and externally (able to make reports to the team verbally and written)
- Working effectively with others in the team to deal with customers' expectation and needs,
- Be able to deal with customer conflicts and complaints. – Demonstrate patience and calmness, appropriate signposting, maintain informative communication
- Understanding their role in the business and how to deal with customers effectively following procedure.
- Understand the Business and the global market it sits in, and relevant legislation.
- Answering customer and client questions
- Processing orders for customers
- Handling customer concerns and complaints
- Resolving customer issues
- Regularly contacting customers to ensure their experience with a product or service is positive
- Answering customer calls and directing them to the appropriate recipient



- Communicating with customers via mail, email or social media
- Schedule, change or cancel appointments on behalf of customers and clients
- Establishing positive rapport with all clients and customers via phone or in-person

Relationships

Key internal and external contacts/customers

Within the organisation

- *Social Workers*
- *Key Workers*
- *Social Care Management Team*
- *Finance Department*

At a borough level

- *St Helens Cares*
- *General Public,*
- *Health Services*
- *Merseyside Police*

At a regional level

- *Adjacent Local Authorities,*

Generic responsibilities

These are standard responsibilities to be included in all job descriptions to ensure consistency across the Council

- To contribute to ensuring the function's business targets are met, in accordance with best practice, to agreed specification, and with full compliance with health, safety, professional standards, statutory and other relevant legislation.
- To work collaboratively with Council colleagues as and when required.
- To behave in accordance with St Helens accountabilities framework and the Council's Code of Conduct a fundamental aspect of which is the "Seven Principles of Public Life".
- To comply with the Council's Policy Framework.
- To undertake training and development as required.

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

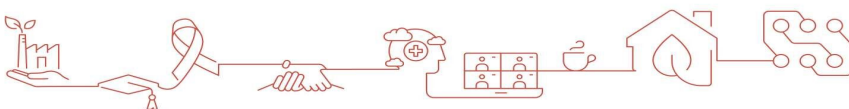


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The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required, and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared:



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