

 <p><b>Copeland</b> borough council</p> <p><i>Proud of our past. Energised for our future.</i></p> <p><b>JOB PROFILE</b></p>	Job Title	<b>Customer Services Apprentice</b>
	Job Family	<b>Technical Officer</b>
	Salary Grade	<b>Voluntary Living Wage</b>
	Directorate	<b>Customer and Community Services</b>
	Department	<b>Revenues, Benefits and Customer Services</b>
	Ref No	
	Date	<b>June 2017</b>

\* HR to allocate number

### 1. PURPOSE OF THE APPRENTICESHIP

To provide support to internal and external customers across different teams. Key to the scheme will be a requirement to develop knowledge, skills and behaviours that prepare the apprentice for future customer service and/or administrative roles

### 2. POSITION IN ORGANISATION

**Responsible to:** **Customer Services Team Leader**

**Employees responsible for:** None

**Context:** A member of the Revenues, Benefits and Customer Services Team.

**3. EMPLOYMENT BASE** Whitehaven or Millom, Cumbria

**4. BUDGET/FINANCIAL RESPONSIBILITIES** May be required to raise purchase orders, goods receipts items or maintain financial records. All these tasks would be carried out under close supervision and guidance.

### 5. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES

1. Provide a high quality and courteous reception service for all customers, in person, phone or e-mail. Gain the relevant information from the customer to be able to determine the most appropriate way of meeting the customer's request for needs.

2. Ensure that the reception area reflects a high standard of professional practice (e.g. is kept clean and tidy or the literature displayed is up to date) and that waiting customers are kept informed of progress. To take responsibility for the immediate work area and the surrounding environment and to actively seek ways in which the health and safety of employees, customers and other visitors can be safeguarded.
3. To fully resolve customer enquiries relating to Copeland BC services via any access channel. This involves gaining full and accurate information on the customer's needs and providing specialist help and advice without the need to refer the enquiry elsewhere.
4. Signposting the customer to other organisations if their enquiry is not about a Copeland BC service.
5. To enter full and accurate information on the CRM system.
6. To ensure the confidentiality and security of all customer and council data and to only process data in accordance with defined protocols and procedures.
7. To treat all customers equally, fairly and sympathetically.
8. Facilitate access to our services by customers with special needs, both at the initial points of contact and throughout their dealings with Copeland BC. This includes people with disabilities and those whose first language is not English.
9. Maintain an awareness of the authority's anti-poverty strategy, awareness of safeguarding children and young people, the freedom of information act, equal opportunities and diversity policies.
10. To undertake relevant training, as required and in line with the apprentice training programme.
11. To keep abreast of current developments associated with the department.
12. To assist in the compliance with and contribute to improvements in guidelines, procedures and policies that enable delivery of agreed targets and service standards. To understand and work towards performance standards that reflect the objectives of the service through the use of job specific or team performance targets. These may be set on an individual and / or team basis in consultation with line managers.
13. To maintain effective two-way communication with staff, colleagues and customers, in order to further enhance the quality of service delivery.
14. To work at all times in a safe manner within the requirements of Health & Safety legislation and to comply with other relevant statutory legislation.
15. To undertake such other duties that are required from time to time and are commensurate with this position.
16. To maintain and continuously improve effective use of existing day to day systems and actively assist in the introduction of new systems and techniques to generate efficiencies and improved ways of working and to actively assist in the identification and introduction of new systems and techniques to improve the way that the Council works and to generate efficiencies.

17. To be involved, as appropriate, in the event of emergencies occurring within the Borough.

## 6. CONTACTS

Internal: Directors, all Officers and Elected Members of the Council.

External: Customers including residents and businesses within Copeland, Stakeholders, DWP, CAB, and landlords.

## 7. SPECIAL FEATURES

The post-holder will be regularly faced with questions and service requests which they may not have encountered before and will therefore have to be multi tasked and prioritise the enquiry and deal with it in order. The post-holder will regularly have to deal with customers in difficult or sensitive circumstances which will require a high degree of understanding, tact and empathy. The post-holder will be expected to work flexible hours to accommodate the Council's working pattern and to cover for sickness and area offices. The post is subject to a Disclosure Scotland basic check.

## 8. PERSON SPECIFICATION

Criteria	Essential**	Desirable
<b>Education and Qualifications</b>	Good standard of education equivalent to a minimum of 5 GCSE grade C or above (or equivalent) including English and Mathematics. Commitment to furtherance of own learning and development. Has a good work / college / school record in terms of attendance, time keeping and conduct.	
<b>Knowledge and experience</b>	Practical experience of Microsoft Office applications.	
<b>Job related skills</b>	Ability to be an effective team player and contribute to teamwork and team goals  Effective customer care skills  Ability to interrogate and accurately update on-line computer systems  Ability to organise and monitor own workloads	

	<p>Effective verbal and written communication skills</p> <p>Commitment to highest levels of service delivery</p> <p>Tactful</p> <p>Ability to maintain appropriate confidentiality</p> <p>Highly accurate</p>	
--	---	--

\*\* The requirements stated as essential should form the basis for the shortlisting exercise.

### Personal Competencies

<p><b>1. Organisational Change and Forward Thinking</b> - <i>understanding and preparing for the business challenges ahead and responding to change</i></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Understands how their own role fits with the aims and objectives of the Council</li> <li>• Understands the current business challenges and change requirements</li> <li>• Responds and contributes positively to change</li> <li>• Identifies opportunities and suggests improvements for discussion</li> </ul>
<p><b>2. Managing Self and others</b> - <i>managing your own performance and that of others</i></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Accepts personal responsibility to achieve own work objectives, keeping direct line manager aware of progress and any changes needed</li> <li>• Contributes positively to the performance management process</li> <li>• Acts in accordance with the Council's Human Resources policies and procedures</li> <li>• Gives guidance and advice to employees new to the role</li> </ul>
<p><b>3. Service Delivery</b> - <i>delivering highly effective services</i></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Understands and recognises the service delivery standard required</li> <li>• Has the desire, ability and training to deliver 'right first time'</li> <li>• Builds and maintains positive relationships with internal and external customers and partners</li> <li>• Suggests improved methods of delivery</li> </ul>
<p><b>4. Managing Finance and other resources</b> - <i>using the resources and finance of the Council</i></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Uses resources available to achieve objectives</li> <li>• Adheres to/applies/gives advice and guidance on the Council's resource policies and procedures as appropriate to job role</li> <li>• Uses technology/machinery/vehicles and/or manages information as appropriate to job role</li> </ul>

<p><b>5. Customers - working with internal and external customers</b></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Knows who the customer is</li> <li>• Handles customers with patience and care</li> <li>• Focuses on meeting and delivering customer expectations</li> <li>• Responds positively and calmly to customer complaints, considering the potential impact of their actions on the Council's image</li> </ul>
<p><b>6. Communication - communicating internally and externally at all levels using a variety of approaches</b></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Communicates clearly, giving information in a way that ensures full understanding using the most appropriate communication method</li> <li>• Actively listens, using questioning to seek clarification of facts</li> <li>• Contributes objectively to team discussions</li> <li>• Observes confidentiality at all times</li> </ul>
<p><b>7. Team Working - working effectively with individuals and teams</b></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Supports and helps other team members as necessary</li> <li>• Is tactful and patient with team colleagues, respecting ideas and contributions different to their own and in accordance with the Council's equality and diversity policy</li> <li>• Works with others to achieve shared goals</li> <li>• Builds and maintains effective working relationships with other team members</li> </ul>
<p><b>8. Personal skills - demonstrating personal effectiveness, professionalism and personal integrity</b></p>	<p><b>LEVEL: 1</b></p> <ul style="list-style-type: none"> <li>• Takes pride in the job they do, paying attention to self-development, understanding and accepting his/her role in accordance with the Council's Health &amp; Safety policy</li> <li>• Is fully aware of how their own personal conduct and performance impacts on the image of the Council</li> <li>• Demonstrates respect and understanding of the roles of other Council employees working with them to achieve shared goals</li> <li>• Behaves honestly, with integrity and ethically and will challenge unacceptable behaviour</li> </ul>

Prepared by Shaun Butler

Date June 2017