## Job Role Profile

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|  | **Job Title:** | Customer Service Apprentice |
|  | **Department:** | Customer Services |
|  | **Direct Supervisor:** | Senior Customer Service Advisor |
|  | **Location:** | Single-Site |
| **1** | Job Purpose: Contribute to delivering great customer services, through a range of mediums, including telephone and face to face to customers of Connexus, in line with the ‘Customer offer’ and our customer commitment principles. |
| **2** | Dimensions: None required for this job role. |
| **3** | Principal Accountabilities:* Be the first point of contact for our customers at reception or through electronic media in order to provide an efficient and courteous service at all times.
* Engage with our customers and respond to queries to provide appropriate information, advice and where necessary signpost to alternative agencies.
* Take ownership for each interaction to ensure that enquiries are handled professionally and in a timely manner.
* Aim to resolve queries directly or in liaison with others.
* Handle all expressions of dissatisfaction sensitively and take ownership to deal with the issue ensuring it is handled in line with the Groups policy and procedure.
* Access, update and accurately record information on the Groups IT systems.
* Take ownership for individual performance. Regularly review with Line Manager, and where appropriate, identify areas for improvement.
* Actively seek and use feedback to identify ways to improve the delivery of customer service.
* Undertake general administrative duties as required by the Customer Services department.
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| **4** | Key Performance Measures:* Customer/colleague satisfaction.
* Successful completion of relevant qualification.
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| **5** | Knowledge, Skills & Experience:* An interest and willingness to work within a customer services team.
* Good communication skills, both verbal and written and the ability to communicate effectively with our customers.
* Ability to use a range of ICT systems.
* Demonstrates trust and respect in dealings with all customers and colleagues.
* Demonstrates empathy and can relate to others.
* Confident with an ability to stay calm under pressure.
* Approachable with the ability to work as an individual and as part of a team.
* Ability to organise workload and use initiative.
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| **6** | Qualifications:* Good standard of general education
* GCSE grade A-C/4-9 or similar in English and Maths
* Strong keyboard/general IT skills
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| **7** | Key Relationships:* Communities Service Area
* External Customers
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| **8** | Organisation Chart:Reporting to: Senior Customer Service AdvisorDirect reports: None |
| **9** | **Standard Requirements Applicable to all Roles:**1. All individuals are expected to be flexible in undertaking the duties and responsibilities attached to their job and may be asked to perform other duties which reasonably correspond to the general character of their job and their level of responsibility.
2. All individuals are expected to maintain personal and professional development to meet the changing demands of the job and participate in appropriate learning and development activities.
3. All individuals are expected to carry out their duties and responsibilities having regard to the company’s commitment to providing a customer focused service.
4. Act as an ambassador for the Group at all times during the course of your duties.
5. Ensure compliance with requirements under the GDPR Regulations 2018 and follow the 6. Group’s GDPR policy and procedures relating to confidentiality.
6. To promote equality and diversity and to treat everyone with fairness and dignity, whilst being committed to the principles of Equality and Diversity.
7. To recognise health and safety as a responsibility of every individual, to take reasonable care of oneself and others in the workplace and comply with policies, relevant legislation and any service specific procedures that may apply to the role.
8. Ensure practice is firmly rooted within the Children and Adults Safeguarding framework. As an organisation we take an assertive approach to ensuring the safety and well-being of all children and adults with care and support needs and colleagues will need to demonstrate an understanding and commitment to best safeguarding practice.
9. To ensure all data processed within our systems is collected, updated and stored in line with procedures and any legal requirements.  Regular reviews of data quality to be provided to the line manager. The Data Quality Policy will provide further detail on requirements and responsibilities.
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