

Apprenticeship Description

Date	20/02/2023
Apprenticeship Title	Customer Service Practitioner Apprenticeship
Apprenticeship Level	Level 2
Training Provider	tbc
Expected Duration	15 months

Apprenticeship description

As a Customer Service Practitioner apprentice within Cumberland Council you will receive:

- High quality training and development opportunities
- Personalised support from managers and mentors
- The opportunity to work alongside skilled and experienced staff gaining valuable job specific and transferable skills that will support you in your future career

Key job specific accountabilities

As a Customer Services apprentice your duties may include assisting colleagues with the following:

- To carry out duties and procedures as laid down in the Staff Guidelines, in a polite, welcoming and efficient manner to achieve an effective service.
- Take responsibility for customer service, cash handling, the building environment and to have an awareness of health and safety procedures.
- To maintain and update computer records and dealing with customer enquiries arising from this.
- To carry out routine clerical procedures.
- To be an active part of creating displays and promotional activity.
- To assist with services to children or adult groups where appropriate or as part of an outreach programme.
- To assist customers in their use of ICT, digital equipment and software.
- To advise customers on a range of different services

Essential Criteria - Qualifications, knowledge, experience and expertise

Please note that your application will be assessed against the Qualifications; Skills and Personal Qualities and Behaviours listed below. In your application form you must therefore clearly demonstrate:

1. that you meet all qualification requirements, and
2. that you have or would develop, the skills, personal qualities and behaviours required of the role and provide examples where possible

Qualifications required:

A good standard of English, Maths and ICT and be prepared to learn further.

Desired Skills

We welcome applications from self-motivated individuals who are able to work as part of a team and are willing to learn and develop the following skills:

- Excellent communication skills
- Excellent organisation and planning skills
- Excellent listening and observation skills
- Excellent customer services skills
- Excellent levels of IT competency (Microsoft office software including Word, Excel, PowerPoint and Outlook)
- Excellent time management skills

Personal Qualities and Behaviours

All employees must adhere to the following behaviours:

- Communicate in a clear and constructive way
- Act with honesty and respect for others
- Demonstrate a positive flexible attitude
- Take responsibility for our actions
- Be committed to one team

Training provided

- Level 2 Customer Service Practitioner Apprenticeship
- Functional Skills in Maths and English if required

Cumberland Council works with a range of high quality training providers, who deliver qualification and training courses for apprentices employed by the council.

These training providers will undertake the initial aptitude assessments; support with the recruitment process; deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.

Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

Other Factors

- You must ensure that you are able to travel to and from the work location specified on a daily basis. A maximum of up to £15.00 per week will be paid to support your travel from home to work.
- Following the successful completion of the apprenticeship programme many of our apprentices have moved on to either a higher level apprenticeship or have secured permanent employment with the council or other employers and have embarked on an exciting career pathway. Whilst there is no guarantee that a position would become available at the end of your apprenticeship, Cumberland Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to apprentices. The skills you learn and the qualifications gained will be transferable to other roles either within Cumberland Council or with other employers.