

JOB FAMILIES ~ Customer Services
Level descriptor – Apprenticeship

<p>Role purpose: Required to undertake routine tasks to general instruction. To provide excellent customer service, deal with incoming calls from customers, develop customer relations and gather, analyse and interpret customer feedback.</p>	
<p>Typical activities</p> <p>Carry out routine activities or tasks to support a service or amenity.</p> <p>Follow step by step instructions that detail the actions to be taken.</p> <p>Collect fees in support of service provision and deposit money regularly and safely in the prescribed way.</p> <p>To provide telephone answering service including taking accurate messages in accordance with procedures.</p> <p>Dealing with customer enquiries from a wide variety of sources.</p> <p>Assist members of the public in using equipment to access different media, materials and information</p> <p>Undertake general maintenance of items for others to access, borrow or use.</p> <p>Contribute to the organisation of an event.</p> <p>To compile and maintain a portfolio of evidence in support of the NVQ in Customer Service to be completed within the timescales for the level of study.</p>	<p>Knowledge, skills & experience</p> <p>Understanding and knowledge of the work environment and a basic understanding of the range of services offered by North Somerset Council.</p> <p>Demonstrate literacy and numeracy skills to level 2 on the QCF such as GCSE grade C to A* in Maths and English.</p> <p>Experience of using ICT including word processing, spreadsheets and databases.</p> <p>Be able to perform activities after being shown how to do them and the ability to recommend improvements to work processes.</p> <p>Practical experience within a team setting ideally in a public facing environment. Be polite and courteous with the general public.</p> <p>Excellent communication skills on the phone, face-to-face and in writing.</p> <p>Able to prioritise tasks and organise time effectively.</p> <p>An understanding of confidentiality.</p> <p>Eligibility to follow FE programme for additional qualifications.</p> <p>Satisfactory standard DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p>

Performance measures	Competencies
Quantifiable objectives ~ e.g. <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/ activity • quality of records, Feedback from service users and colleagues Key Performance Indicators (where available) Line manager assessment	<u>Team Working</u> ~ cooperation and flexibility, learns from others <u>Outcome focused</u> ~ achievement of results <u>Problem Solving & judgement</u> ~ makes links between identified potential issues and possible solutions, refers issues to others <u>Planning & Organising</u> ~ follows routines and work schedules <u>Business Awareness</u> ~ Understands the contribution of the role to the work environment and the organisation

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.