

## **ROLE DESCRIPTION**

<b>Job Title</b>	Customer Services Apprentice
<b>Salary Band</b>	SCP 10-12
<b>Reporting to</b>	Customer Service Team Leader
<b>Directorate</b>	Place
<b>Service Area and sub area</b>	Customer Services
<b>Team</b>	Customer Services Mann Island and Customer Contact Centre
<b>Political Restriction</b>	No

<b>1. Primary Purpose of the Post</b>
<p>The post holder will undertake an apprenticeship learning to deliver a high-quality customer experience, building rapport, empathising and understanding customer needs. Prioritising own workload to meet deadlines and using appropriate communications skills to provide clear explanations when interacting with customers over the phone, by email, webform, chat bot, web chat or social media.</p> <p>The post holder will gain practical on the job experience in delivering a range of customer services including management of customers Mersey Tunnels T-FLOW Accounts and associated Direct Debits, processing of concessionary travel passes, smart ticketing and providing administrative support to the wider Customer Delivery Team in line with service area demands.</p> <p>The post holder will also work towards a nationally recognised Level 3 qualification as a Customer Service Specialist. Building the foundations for a career in Customer Care.</p>
<b>2. Your responsibilities</b>
<p><b>Delighting our customers</b></p> <ul style="list-style-type: none"> <li>• Putting the internal and external customer at the heart of everything you do.</li> <li>• Providing excellent customer and information services either by telephone, or via digital channels such as email, or social media.</li> <li>• Anticipating and exceeding customer needs and expectations and assisting them wherever and whenever required.</li> <li>• Adapting approach to the individual and diverse needs of our customer.</li> <li>• Promoting customer feedback.</li> <li>• Responding professionally and effectively to various customer demands including conflict situations and customer expectation.</li> <li>• Compliance to Customer Charter and Customer Service Standards.</li> </ul>

### **Being part of a high performing team**

- Having a 'can do' attitude and display of the organisations corporate behaviours; customer first, action focus and respect.
- Delivering tasks to required standards, deadlines and agreed service levels.
- Able to work on your own initiative, have determination to deliver.
- Be able to work well with colleagues across different functions and at multi – site locations.
- Commitment to personal development and performance.
- Working within established policies, procedures, and processes to support a standardised and quality approach.

### **Efficient and effective use of resources**

- Effective prioritisation of workload to ensure timely service delivery.
- Personal effectiveness through time management.
- Full compliance to Governance / Audit Standards such laid down Department for Transport Guidance, BACS Scheme Rules and Regulations and UK Data Protection Law.

### **Safe services and workplace**

- Understanding and meeting Health, Safety and Wellbeing duties and responsibilities.
- Commitment to enhancing personal development and performance in all safety matters.
- Application of all operational policies, procedures, and processes in relation to emergency evacuation, fire safety and business continuity.
- Application of all operational policies, procedures, and processes in relation to Health, Safety and Wellbeing, including accident and incident management and risk.

### **Continuous improvement of services**

- Responding to customer feedback effectively in the planning of service area development, monitoring and review.
- Applying all operational and operating policies procedures and protocols to required standard
- Being self-motivated, responsive, and flexible in the delivery of allocated schedules and work areas.
- Support Customer Services Manager with the implementation of digital services and continually enhance the customer experience.

### **Services and workplace which are open and accessible to all members of the community**

- Knowledge and application of equality legislation.
- Promoting equality and diversity through service delivery.
- Adapting your approach to meet the needs of different customers.
- Valuing and respecting equality, diversity, and inclusion.



### **Contributing to a sustainable environment**

- Awareness and application of all environmental management issues and practices.
- Support the corporate approach to carbon reduction
- Actively promote digital first and reduce the need for paper-based products.
- Look to enhance the range of self-serve options and accessibility of products and services for our customers
- Responding effectively to innovation and change.
- Activities reflect the LCRCA corporate vision, strategic themes, and values.

### **3. General Corporate Responsibilities**

- Commitment to the organisation's vision, values, and behaviours.
- Confidentiality in working in a sensitive data environment.
- Valuing equality, diversity, and inclusion.
- Commitment to learn and self-development.

### **4. Recruitment Plan**

- Behavioural Interview
- Assessment / Job Test

#### **Key words:**

Terms candidates may search to find this job online

Customer Service Apprenticeship

## PERSON SPECIFICATION

**Job Title:** Customer Care Apprentice

Experience and knowledge	E = Essential D = Desirable	Identified By
Previous experience in a customer service environment	D	Interview
Strong customer focus, putting customers at the heart of everything we do.	D	Interview
Awareness of GDPR/UK Data Protection Law	E	Interview
Experience of using/working with social media platforms for example What's App, Instagram, X.	D	Interview
Experience of telephone call handling	D	Interview

Skills and abilities	E = Essential D = Desirable	Identified By
Previous experience of using Microsoft Office Suite, Word and Excel and Outlook specifically.	E	Assessment/Job Test
Good Communication Skills	E	Interview
Team Working	E	Interview

Personal Attributes	E = Essential D = Desirable	Identified By
Honest, reliable and trustworthy – protecting customer personal data and financial information, demonstrating commitment to learning and personal development, good time keeping and attendance	E	Interview
Adaptability – the ability to connect with work colleagues, work flexibility between tasks, ability to change work location between Mann Island and Liverpool One Contact Centre in line with business demands	E	Interview
Respect and Courtesy – dealing with customers sensitively and professionally and with a friendly and helpful approach for first point of contact resolution	E	Interview

### Key to Assessment Methods:



**LIVERPOOL  
CITY REGION**  
COMBINED AUTHORITY

**METROMAYOR**  
LIVERPOOL CITY REGION

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment