

ROLE DESCRIPTION

Job Title	Customer Services Apprentice
Salary Band	SCP 11-12
Reporting to	Customer Services Team Leader
Directorate	Place
Service Area and sub area	Customer Delivery
Team	Comments
Political Restriction	No

1. Primary Purpose of the Post
The post holder will undertake an apprenticeship, developing the knowledge, skills and behaviours required to support the effective handling of customer feedback and complaints. The role will support the end-to-end complaints process by assisting in the investigation, coordination and response to customer comments across multiple channels. The apprentice will build experience in understanding customer concerns, gathering information, and contributing to high-quality, timely and customer-focused responses. The post holder will work towards a nationally recognised Level 3 qualification as a Customer Service Specialist, building a foundation for a career in customer complaints, insight and service improvement.
2. Your responsibilities
Delighting our Customers • Putting the internal and external customer at the heart of everything you do. • Providing excellent customer and information services either by email or telephone. • Anticipating and exceeding customer needs and expectations and assisting them wherever and whenever required. • Adapting approach to the individual and diverse needs of our customer. • Promoting customer feedback. • Responding professionally and effectively to various customer demands including conflict situations and customer expectation. • Compliance to Customer Charter and Customer Service Standards. 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.
- 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 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.
- Promoting equality, diversity and inclusion in service delivery.
- Commitment to learning and continuous personal development.

4. Recruitment Plan

Assessment
Competency Based Interview

PERSON SPECIFICATION

Job Title: Customer Services Apprentice

Criteria		
Experience and knowledge	E = Essential D = Desirable	Identified By
Previous experience in a customer service environment	D	I
Strong customer focus, putting customers at the heart of everything we do.	D	I
Awareness of GDPR/UK Data Protection Law	E	A, I
Experience in handling customer complaints, enquiries or requests	D	AC, I
Experience of handling customer correspondence via email and telephone	D	I
Skills and abilities	E = Essential D = Desirable	Identified By
Previous experience of using Microsoft Office Suite, Word and Excel and Outlook specifically	E	A, I
Good Communication Skills	E	A, I
Team Working	E	A, I
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	A, I
Adaptability – the ability to connect with work colleagues, work flexibility between tasks, and ability to liaise with other departments in line with business demands	E	A, I
Respect and Courtesy – dealing with customers sensitively and professionally and with a friendly and helpful approach for first point of contact resolution	E	A, I

Key to Assessment Methods:

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