ROYAL BOROUGH OF GREENWICH
APPRENTICESHIP JOB DESCRIPTION

JOB TITLE	GDA Apprentice Customer Support Assistant
DEPARTMENT	**DRES**
DIVISION	**Employment and Skills**
SECTION	**GLLaB**
GRADE	**Scale 1**
REPORTS TO	**Team Leader/Manager**

Purpose of Placement:

This apprenticeship opportunity will provide valuable work experience in Customer Service. It will meet the needs of both the organisation and qualification criteria. Under supervision the apprentice will provide day-to-day support and assistance in basic areas of work undertaken by the team. The apprentice will be released from the work place to attend college as required and will be expected to undertake all necessary studies to achieve the formal qualification which is part of the Government's apprenticeship framework.

Purpose of Job:

To work in a supported learning environment to develop the skills and knowledge which will assist the apprentice to complete their qualification and secure employment and progress in their career in the future.

To be an active member of the GLLaB team providing Administrative Support.

Accountable to the GLLaB Service for the efficient and effective provision of Employment and Skills training for residents of the borough.

Main Duties:

Personal Development:

1) To undertake a varied programme of work experience, practical and theoretical training leading to a recognised apprenticeship qualification in Customer Service level 2* as part of an apprenticeship programme.

   Applicants could undertake Business Administration Level 3 if they already have a level 2 qualification similar to Customer Service

2) To actively participate in their own development plan, which will be agreed with the line manager and the assessor from the training provider. To undertake the requirements of the academic element of the apprenticeship (e.g. attendance at college and completion of academic work). A minimum of 20% of working week must be allocated to this.
3) Regularly attend and meet the needs of the college and qualification by meeting deadlines and action plans and being prepared and available for observations in the workplace.
4) To apply the theoretical learning in face to face delivery
5) To achieve personal appraisal targets, as agreed by the line manager.

6) To keep up to date knowledge of GLLaB services

Professional Duties:

The apprentice will be expected to:

7) As allocated by your line managers, to perform a range of level 2 or 3 duties which include specific tasks related to the level of the formal qualification.

8) Work with colleagues, taking instruction, making notes and meeting the basic needs of the team.

9) Communicate with both internal and external customers to the standard expected using a range of communication methods (verbal, written, telephone, email, letter etc).

10) To deal politely with members of the public. After training, be able to deliver an acceptable level of customer service at all times.

11) Research and collate basic data/information required both in the workplace and at college

Team Specific tasks:

12) To work under supervision to learn the role of Apprentice Customer Support Assistant for example:

- Organise and attend meetings
- Create and update customer records on the Council's database systems, inputting accurate information and providing data and assisting in running reports
- Enter, manipulate and cleanse (statistical) data as required.
- Providing good customer service and supporting the efficient delivery of service to customers.
- Processing accounts, invoices, payments and recording expenditure
- order equipment, stationery and other items as required by the service manager and to ensure the efficient and accurate payment of invoices

13) To provide initial Employment and training service advice and information to residents, by telephone, email or in person as part of a reception service.

14) Handling calls made to the service/team, logging the calls and ensuring all the necessary information is gathered from the caller. Dealing with basic queries and directing all other calls to the appropriate team member/service.

15) To undertake general administrative duties including filing, photocopying and providing public with general information relating to GLLaB services

General:

16) To attend and participate in team meetings, supervision and the Council's Performance Review and Development Scheme (PRADS).

17) To attend and participate in relevant/mandatory training, seminars and other events.

18) To use information technology systems to carry out duties in the most efficient and effective manner.

19) To participate in cover arrangements across teams as directed by the team manager.

20) To undertake any other work appropriate to the level and general nature of the post's duties.

21) To ensure that all individuals are treated with respect and dignity.

22) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR legislation, the Council's Equal Opportunities and Customer Care policies, and the New Technology agreement.

ROYAL BOROUGH OF GREENWICH
APPRENTICESHIP PERSON SPECIFICATION

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GRADE	Scale 1
REPORTS TO	Team Leader/Manager

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post. You should demonstrate on your **application form** how you meet each of the following essential criteria. **Please ensure that your address each one of the criteria as this will be used to assess your suitability for the post**.

Method of Assessment (MA): A= Application, I = Interview, T = Test
Shortlisting Criteria: Essential (E) criteria assessed via application should be used to shortlist.

Criteria	**MA**	**E/D**
Knowledge		
1) Able to meet the entry requirements of the Apprenticeship programme and to attend and undertake the studying and coursework required to complete the course.	A	E
2) Knowledge of GLLaB services and confidentiality.	A	D
Skills and Abilities		
3) Willingness to learn and follow instruction.	A/I/T	E
4) Able to work as part of a team.	A/I	E
5) Commitment to completing the qualification's. Able to attend work and college at the required times.	A/I	E
6) Ability to work flexibly and use own initiative.	A/I	E
7) Ability to organise own workload.	A/I	D
8) Ability to work under pressure.	A/I	D
Experience		
9) Proven ability to communicate and to present information clearly and concisely both verbal and written, with good attention to detail.	A/I	D
10) Proven Basic IT skills and ability to learn new systems.	A/I	D
Equal Opportunities		
11) Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	AF/I	E