

**Job Description**

**Position Title: Customer Service Advocate Apprentice**

**Position Ref. No: 50069810**

**Salary Grade: Apprentice**

**Directorate: Corporate Services**

**Service: Customer Service Network**

**Reports to: Team Manager**

**Purpose:**

The post holder will assist with a range of duties across the Customer Service Network which will include helping, advising and directing customer’s calls.

To resolve customer enquiries with the aim of satisfying customer’s within a single contact.

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

**Main Duties and Responsibilities:**

* To provide an excellent quality service to all customers ensuring the highest standard of customer care are met at all times.
* To communicate effectively using telephone, email, web, in writing and face to face in accordance with the Customer Charter and appropriate service standards.
* To communicate information from several sources (including computerised systems)
* To demonstrate a commitment to developing personal skills in accordance with the apprentice framework.
* To meet deadlines associated to progression through the full apprenticeship period.
* To complete assignments/projects which relate to the apprenticeship framework to meet target dates
* To treat all information gathered, either electronically or manually in a confidential manner
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information; respect the privacy and personal information held by the Council’ use Council information only for authorised purposes.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council