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| **Job Description** |
| **Post title** | Apprentice (Customer Relations) |
| **JE Reference No.** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service area** | Procurement, Sales and Business Services |
| **Reporting to** | Strategic Account Manager  |
| **Location** | Your normal place of work will be County Hall but you may be required to work at any council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

As a Customer Relations Apprentice, you will work across the Corporate Procurement Team of Durham County Council within Procurement, Sales and Business Services. The structured training programme will enable you to gain experience, further education and broad base skills.

The apprenticeship role involves learning how to support the development and delivery of a council sales strategy.

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| **Duties and responsibilities** |

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:

* + To study and achieve the Sales Executive Standard Level 4, during the duration of the apprenticeship;
	+ To learn and support the development and delivery of a council sales strategy. The strategy will aim to grow the council’s Service Level Agreement (SLA) business;
	+ To learn and support the delivery of a customer engagement plan which will form part of the overarching sales strategy. The engagement plan seeks to provide a vehicle for existing customers to share feedback in order to ensure customer satisfaction, retention, improve council SLAs and identify new business opportunities;
	+ To learn and support the development and delivery of a council promotion and sales plan which forms part of the overarching sales strategy. This will involve supporting and learning about media platforms and the creation of content for, including but not limited to: email campaigns, e-newsletters, advice notes, website, website documents, videos, articles, social posts, webinars, brochures, sales presentations, case studies etc;
	+ To learn and support SLA specific business case modelling projects which seek to ensure the SLAs the council offers meet market demand and expectations;
	+ To learn and support the delivery of an excellent customer experience, which will involve receiving, addressing and/or triaging enquiries from customers regarding SLAs, responding to these within the requested timescale;
	+ To learn and support the maintenance of a single central sales and engagement database;
	+ To learn and support by attending conferences and events to promote the councils SLAs;
	+ To learn and support the preparation of tender submissions and subsequent lessons learnt activities using this to inform continual improvement cycles;
	+ To learn and support the organisation in enhancing commercial awareness across the council;
	+ To work flexibly to assist other members of the team in any of their day to day duties that will support the achievement of the team objectives;

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Chief Procurement Officer, Strategic Account Manager or Head of Service.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * GCSE grades A\* to C /9-4 including English and Mathematics

And* Either have of expect to achieve 2 A Levels Grades A-C (or equivalent qualifications)
 | * GCE A Level in a Business, Finance, ICT or other relevant subject or equivalent
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| Experience | * Use of Microsoft Office applications e.g. Word, Excel, Outlook
 | * Work experience in business or commercial environment
* Experience of work or volunteering in the community or leadership experience
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| Skills & Knowledge | * Good level of both written and oral communication skills
* An ability to learn, and follow instructions and procedures
* A knowledge of basic safe working practices
 | * An ability to be pro-active and forward thinking
* An ability to work as part of a team
* An ability to challenge ways of working, systems and procedures
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| Personal Qualities | * A positive attitude and committed to learning, personal development
* A positive approach to customer service
* A flexible approach to working
 | * A strong desire for personal and professional development
* An ability to maintain confidentiality
* Good interpersonal skills and confidence
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