



Job Description

Job title

Business Support Apprentice

Department

Corporate Services

Grade

A

Salary

£24,412 - £24,795

Manager

Customer Support Supervisor / Data Manager

Job summary

- To work as part of a team ensuring that all customers are provided with a first class, professional, understanding service and to assist with/answer any queries
- To provide general clerical and administrative support to the Customer Support Team as required.
- To maintain standards of customer care in line with the Council's standards and policies

Main responsibilities and activities

- To provide general business/administrative support to the Customer Service Team and the Facilities Team including document management (filing, scanning, copying), being the first point of contact on the phones and monitoring various email inboxes.
- As an apprentice you will spend approximately one day per week working towards your qualification or taking part in training and development activities.

It is required that you commit to the formal training as well as the on-the-job aspects.

- To provide efficient and effective customer service to all customers who are contacting the Council by a personal visit to reception and customer access points, e-mail, in writing or by telephone
- To provide a 'triage' first contact service for customers and helping them interact with local authority services, on-site partners and third-party providers where appropriate
- To maintain and update databases (internal and external) and other information systems as required.
- Raising Purchase Orders, Invoices and GRNs
- To open, and scan post to relevant members of the council.
- To undertake other duties such as the line Manager determines, commensurate with the grade, including special projects.
- To provide high levels of customer service for our residents, staff, managers and external partners, so that they are made to feel warm, welcome, wanted and cared for.
- To book and conduct customer appointments regarding Revenues and Benefits enquiries where customers need assistance, liaising with Capita's team and Citizens Advice where necessary
- To prepare and issue visitor badges for meetings with local authority officers and on site partners
- To meet the requirements of the customer satisfaction process by promoting the completion of surveys and following agreed procedure
- To receive occasional post and deliveries on reception
- To promote self-service and channel shift in line with the digital strategy, supporting customers with self-service facilities, web based and physical
- To work towards meeting performance targets and quality assurance requirements for the Customer Support Team
- To co-operate with the implementation of new services/processes into the team and help ensure that all arrangements, systems and resources are in place to enable services to be delivered in a customer focussed and business-like way
- To ensure all forms, literature and information sheets are kept replenished and tidy. Undertake regular liaison with services to ensure all publications are up to date and the most recent publications
- To take on other day to day duties to maximise the productivity of the customer services advisors and contribute to wider objectives of the council.

For example, this could be:

- a. to assist with the administration and support of Freedom of Information requests.
 - b. to provide support to the Elections team as required.
 - c. To maintain the Health & Safety and Facilities SharePoint sites and email inboxes.
 - d. To update the Estates data on our internal database.
- Provide a high-quality service for our residents, staff, managers, and external partners.

- Make customers feel warm, welcome, wanted, and cared for when they are interacting with you.
- Promote the **HART Values** by:
 - Being **helpful**
 - Being **approachable**
 - Being **responsive**
 - **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

Standard Clauses

- To work in an internal and external customer related way in accordance with the Council's core HART values, and in accordance with adopted procedures and good practice.
- To assist in/manage the identification, development and implementation of Manual and Information Technology systems and procedures.
- To comply with the Council's Equal Opportunities policy, Code of Conduct and other relevant policy, procedures, and legislation.
- To comply with and/or ensure compliance with the Council Data Protection Policies and the Data Protection Act and other relevant legislation.
- All employees have a responsibility to ensure they take a vigilant approach at all times to safeguard members of the public, colleagues, and themselves and that they follow adopted procedures and good practice to aid in the identification and effective reporting of any safeguarding concerns.
- In the event of a Civil Emergency to take on any new roles and responsibilities allocated by Leadership Team, and to be available to undertake any training that maybe required to fulfil this role.

Hart District Council's Safety Policy and other safety procedures and guidelines are deemed part of this job description. Employees must look after their own health, safety and welfare and be mindful of other persons who may be affected by their acts. Employees must cooperate and comply with management instructions regarding Health and Safety issues and report all accidents, incidents and problems as soon as practicable to their supervisor, manager or other senior members of staff available.

This is not a complete list of all the responsibilities and activities of the job. Some responsibilities and activities may change to meet service needs. These changes will be discussed with the post holder and will not significantly affect the nature or level of responsibility or job grade.

Person specification

Job title

Business Support Apprentice

The HART Values

We aim to recruit candidates who are committed to our core values. We want customers to feel warm, welcome, wanted and cared for when interacting with Hart District Council.

To achieve this, all staff should promote the **HART Values** by:

- Being **Helpful**
- Being **Approachable**
- Being **Responsive**
- **Taking ownership** of challenges and problems to ensure they are dealt with appropriately.

The following table sets out the essential and desirable attributes we are seeking for this role.

Attributes	Essential	Desirable	Evidence
Education and qualifications	GCSE Maths & English	Customer Service NVQ A Levels	Application form and certificate
Experience and knowledge	Work experience in an office environment Committed to providing high-quality customer service	Previous telephone and reception experience in a customer service environment	Application form and interview

Skills and abilities	Good IT skills Excellent communication skills Listening skills and empathy Ability to manage data and personal information efficiently and securely Computer literate and proficient in Microsoft Office software Ability to make customers feel warm, wanted, welcome and cared for Ability to take ownership of tasks, challenges, and problems to achieve an appropriate outcome	Track record in front facing customer environment	Application form and interview
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Personal qualities	Ability to work as part of a team and/or alone and use own initiative Strong customer service ethos and desire to exceed customer expectations Commitment to professional and personal development Ability to manage own time Commitment to delivering the best possible services for residents, and internal and external customers	Ability to work under pressure and manage priorities	Application form and interview
Other working requirements	Ability to travel reliably to the Council's offices		Application form

Signatures:

Job-holder

Manager