

ROLE PROFILE

Role Title:	Customer Services Apprentice
Department:	Customer Hub
Role Purpose:	First point of contact to deliver an excellent customer experience to all customers. Where possible delivering a first call resolution, using all available systems and signposting digital options for customers and partners.
Reporting to:	Team Leader
Responsible for:	None
Disclosure level:	NA
Role Level:	Detail the Behaviours & Standards level that this role sits at: Frontline Worker
Key Role Responsibilities	<ul style="list-style-type: none"> • To engage fully in any training and development to ensure you are able to deal with a wide range of enquiries for the Housing Management and Repairs service areas. These contacts will be from a varied range of customers, staff and business partners. • To aim to resolve all contacts into the Customer Hub at first point of contact. When this is not possible, the customer must be given a date time and contact name or appointment with a contractor in order to resolve their issue. • All customers must be dealt with equally and fairly to ensure that all services are available to all in a friendly and respectful way. • All contacts to the Customer Hub must be logged on internal systems to create a contact history for the customer. You must ensure that they use effective questioning in order to offer a clear and concise recommendation to handle the query. • Working within a team environment, taking ownership, offering excellent customer service and exceeding the customer's expectations. • Identify any areas for improvement and look to meet and exceed any team/individual targets as set in monthly one to ones.

Education, Qualifications and Training	<ul style="list-style-type: none"> • GCSE Maths and English or equivalent qualification Grade D or above • PC literate
Knowledge and Experience	<ul style="list-style-type: none"> • Basic understanding of delivering an excellent customer service experiences
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Ability to work flexibly to meet the varying demands of the service • Team player that considers the role of all involved across the organisation • Committed and passionate for delivering excellent customer services "right first time" • Understanding of and commitment to the principles of <u>e</u>quality and diversity