

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Apprentice – Customer Support (L2)

Post No: 50001002

Department: Chief Executive – Partnerships

Grade: Apprentice Salary

Reports to: Senior Support Officers/Manager

1. JOB PURPOSE

To operate as part of a customer-focused team which forms part of the Customer and Commercial Department which in turn sits within the Partnerships Service.

You will be dealing with contact from the public either face to face, over the telephone or electronically.

Providing support to Pier Avenue Reception and the Council's main Switchboard, dealing with general enquires and forwarding callers to the appropriate officers/sections within TDC.

Also, providing administrative and/or telephony support across the department which, in addition to the above, includes the following areas:

- Building and Engineering Services
- Housing Services
- Management of council owned properties
- Revenues and Benefits Services
- Environmental Services
- Private Sector Housing

2. JOB ACTIVITIES

To answer enquiries via the telephone or electronically from members of the public making general and specific enquiries.

To act as reception support providing a face to face customer service.

Provide factual information or put customers in touch with appropriate officers as required.

Continue to increase knowledge of all the different areas of the Council's services in order to respond to customer queries.

To attend training and team briefing sessions and to participate in the process of continuous improvement in customer service.

Interrogating and raising service requests on specialised software (Uniform, Firmsteps and Northgate).

To undertake general office duties.

To undertake post opening, collection and distribution duties.

Assist and distribute marketing, promotional and other information or literature.

Collation and updating databases where appropriate.

Any other duties as reasonably required by the post holder's Line Managers.

3. CORPORATE RESPONSIBILITIES

You are required to adhere to the Council's HR and ICT policies, procedures and schemes, including E Mail, Internet, Intranet, IT Monitoring, ICT Security, Records Management and Retention as well as financial and contract regulations, delegated powers, the Data Protection Act and the Freedom of Information Act.

Must maintain high quality corporate and service standards and best practice as required.

4. SPECIAL CONDITIONS

The post holder will communicate with other departments and outside organisations.

The work may involve changing rapidly from one task to another during the working day.

The post holder will work under supervision of their colleagues/Team Leaders/Manager.

The post holder must work to attain optimum performance in service delivery within your area of responsibility.

The post holder should seek the advice of their colleagues/Team Leaders/Manager on difficult or contentious decisions.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

The post holder may deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti-social behaviour or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

The post holder may also deal with a variety of individual cases or enquiries involving elderly persons, disabled persons, ethnic minorities or other similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

The post holder will be expected to participate in a lunch time rota covering functions including switchboard and reception duties.

This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

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PERSON SPECIFICATION

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Post No: 50001002

9.1 PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics.
- Ability to use IT systems including the Microsoft Office Suite – Word, Excel, Outlook etc.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selections decision.

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction
- b. Sets high standards for quality and quantity
- c. Monitors and maintains quality and productivity
- d. Works in a systematic, methodical and orderly way
- e. Consistently achieves project goals

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

7.2 Coping with Pressures and Setbacks

- a. Works productively in a high pressure environment
- b. Keeps emotions under control during difficult situations
- c. Balances the demands of a work life and a personal life
- d. Maintains a positive outlook at work
- e. Handles criticism well and learns from it