**Job Description**

**Customer Services Apprentice (Revenues & Benefits)**

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| **Responsible To:**  | **Responsible For:** |
| Customer Services Team Leader  | NA |

**About the job:**

To provide day to day delivery of the service, having direct contact with customers, with a focus on modernisation and automation to ensure a high standard of customer service and excellent outcomes for customers.

**Role:**

To carry out administrative tasks within and across service areas.

To support the delivery of excellent customer service in response to customer queries through all access channels.

To undertake training in specialist service areas, such as council tax, benefits, business rates and sundry debts.

To study and successfully achieve relevant Apprenticeship qualifications.

To process customer requests using new technology and following efficient ways of working.

To actively promote the use of online services to encourage channel shift and provide support to customers who are unable to access digital channels.

To work in partnership with colleagues across the service to contribute to the successful delivery of service improvements.

To carry out administrative business support functions across the service.

To work in accordance with all statutory guidance and legislation.

To work in accordance with corporate customer services standards, policies and procedures.

To work across both councils to deliver the service.

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* Level 2 in English and Maths (equivalent to a grade C/4).
* Aspiring to achieve a Revenues and Benefits qualification as part of an apprenticeship.

**Experience**

* Experience of working both as a member of a team and independently.
* An understanding of the role of local government and the importance of delivering an excellent customer experience.
* Knowledge of customer care and customer service standards.

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**Skills & Abilities**

* Fluent English speaker
* Ability to communicate effectively.
* Ability to respond to customer enquiries.
* Ability to work under pressure and to respond flexibly.
* Ability to plan and prioritise effectively to achieve key objectives.
* Excellent IT skills.

**Our Values & Behaviours**

**Customer Focused** - We listen to our communities, keeping them informed about the things that matter most to them and providing a professional and responsive service.

**Forward Thinking** - We solve difficult problems by being adaptable, resilient, and innovative.

**Working Together** - We are focused on achieving our collective goals as an organisation and we support our colleagues to deliver excellent services.

**Making a Difference** - We make a positive difference for our communities by being helpful and going the extra mile.

**Delivering Quality Services** - We strive for quality in everything we do, making sure the people of Chorley and South Ribble get the best outcome.