



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Customer Service Apprentice (L2 Customer Service Practitioner Apprentice)	Role Profile Number:
Grade: Apprentice	Date Prepared: September 2023
Directorate/Group: TBC	Reporting to: TBC
Structure Chart attached:	

Job Purpose

- To provide front-line support to residents, helping them to connect to services they need from across the Council
- To help residents be proactive in how they interact with council services, maximizing utilisation of self-service functionality
- To provide feedback and improvement suggestions to operational teams based on resident experience
- Acquire knowledge across a broad range of teams across the Council including the library, reception and Customer Service centre.

Key Accountabilities

- To welcome customers and visitors to SBC
- To answer calls and emails from customers
- To listen attentively to customer requirements asking questions to establish facts in order to gain a full understanding of the customer's needs.
- Provide a clear and concise response to enquiries and ensure all information given is correct and accurate in response to the customer enquiry.
- Feedback to appropriate operational teams' ideas for how the resident experience could be improved
- To refer unresolved actions to the Team leaders or supervisors
- To adhere to the Data Protection Act
- To undertake the relevant qualifications and to attend college when required

Knowledge & Experience

- Organised and self-motivated individual
- The ability to focus, prioritise and work to a high standard
- Welcoming attitude at all times with good communication skills that can help to build customer relations
- Good attention to detail to ensure that all tasks are completed on time
- Collaborative and able to communicate effectively at all levels
- Understand the importance of treating personal information confidentially
- Knowledge of office administration including Microsoft Office software packages; Outlook, Word, Excel desirable

Qualifications

A minimum of Maths and English Grade 3/D GCSE above or equivalent qualification.

Working Environment

- Working from different locations across SBC to best serve the needs of our internal and external customers.

Creativity and Innovation

- Problem solving
- Solution focussed

<u>Job Scope</u> Number and types of jobs managed <ul style="list-style-type: none">• None Typical tasks supervised/allocated to others <ul style="list-style-type: none">• None	Budget Holder Responsibility Asset Responsibility:	No
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Managers and employees of the Council
- Learning providers
- Members of the public

Values and Behaviours

- [Vision and Values | Swindon Careers](#)

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	