

## **CUSTOMER SERVICES/ADMIN ASSISTANT APPRENTICE**

### **Job Description**

#### **General Purpose of Apprenticeship:**

To complete an intermediate apprenticeship in customer services.

#### **Functional Links**

The Customer Service Apprentice will liaise with Academy staff, students, governors, parents, carers, professionals, volunteers and visitors to maintain the high standards of the Academy. The CS apprentice will be assigned an assessor tutor and will have paid day release in order to undertake training at Orchard Hill College.

#### **Reporting Relationships**

The Customer Service Apprentice will be expected to work under the direction of the Office Manager.

#### **DUTIES AND RESPONSIBILITIES:-**

- To communicate effectively with customers, staff, students and all stakeholders effectively face to face, in writing or by telephone.
- To keep accurate records.
- To provide a first point of contact for students, staff and visitors
- To be responsible for collating customer feedback.
- To open, sort and distribute mail
- To work pro-actively as part of a team.
- To maintain information in a confidential manner
- To develop complementary technical skills associated with the job role e.g. Microsoft Office packages, lamination
- To undertake a wide variety of tasks as directed by your line manager.
- To support the organisation of events e.g. Awards ceremonies
- To actively promote the vision and ethos of the Academy.
- To demonstrate a commitment to the safeguarding of children and vulnerable adults.
- To promote Equality and Diversity in all aspects of the job
- To carry out all duties in accordance with Academy & OHC&AT policies.
- To carry out other such similar duties that may be reasonably required by Academy Principal.

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### Person Specification

The person specification shows the abilities and skills you will need to carry out the duties in the job description. Short listing is carried out on the basis of how well you meet the requirements of the person specification. **You should mention any experience you have had which shows how you could meet these requirements when you fill in your application form.** If you are selected for interview you may be asked to undertake practical tests to cover the skills and abilities shown below.

### Qualifications/Experience

1. Must have A\*-E GCSE grades in English and maths or functional/key skills level 1 and above.
2. Experience of working within a team (school, college, work placement, club, sports team).
3. Experience of using Microsoft office.

### Ability, skills and knowledge

4. Willingness to learn and undertake a range of office tasks including the use of office equipment such as digital telephone systems.
5. Ability to work with a range of staff in a school environment.
6. Ability to communicate appropriately and effectively with staff, students and members of the general public.
7. Ability to communicate appropriately with students who have a range of learning difficulties and disabilities, and a willingness to work within an environment where students may communicate through challenging behaviour.
8. Willingness to undertake a full DBS reference check to work with vulnerable adults and children.
9. Able to demonstrate the commitment to achieving high level skills in customer service, and a sensitive approach in dealing with a wide variety of people.

10. Able to maintain accurate, legible and up to date records.
11. Able to work within a team
12. Able to prioritise and organise own workload
13. Able to demonstrate appropriate levels of accuracy and attention to detail.
14. Able to work on own initiative, sometimes working under pressure and to tight timescales.
15. Able to adhere to the Academy & OHC&AT Equality and Diversity, Safeguarding of Children and Vulnerable Adults, and Health and Safety Policies.