

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Customer Service Apprentice	<b>Grade:</b> Apprentice Scale
<b>Section:</b> Lifelong Learning	<b>Directorate:</b> Children's Services
<b>Responsible to:</b> Work Based Learning Manager	<b>Responsible for:</b> N/A
<b>Post Number:</b> RWCLLT1	<b>Last review date:</b> December 2023

#### Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose:

Wandsworth Council Lifelong Learning (WCLL) delivers a number of programmes aimed at improving the lives of Wandsworth residents.

We are looking for a confident, computer literate team player who will support with administrative duties across our community learning, accredited learning, apprenticeships and work experience programmes. You will have excellent customer service skills and be able to communicate effectively with staff across the service.

Some of the responsibilities of the role will be providing administrative support, assisting on projects and marketing activities, using various Microsoft Office applications and other bespoke databases to input, maintain and monitor information and records, organising meetings, faxing, filing, copying, assisting learners with enrolment at various sites across the Borough, registering learners with awarding

bodies, reception duties, assisting with setting up of training sessions, and attendance and support at awards ceremonies and events.

### **Specific Duties and Responsibilities:**

- To contribute to the smooth running of WCLL
- To assist in the provision of administrative support for WCLL including telephone communication, data entry, handling post, filing, photocopying and the preparation of correspondence
- Staffing reception and meet and greet clients at the WCLL main site
- Filing, scanning, and uploading and organising documents on our SharePoint system
- Minutes and note taking for team meetings and workshops
- Liaison with internal and external partners which will include presence at events to promote Adult Learning opportunities
- Primary contact for self-employed tutors including invoice processing and day-to-day support for established courses
- To assist in the organisation of courses to ensure appropriate venues, resources and publicity are in place, and that the tutors and subcontractors have the correct paperwork to run the course
- Be responsible for maintaining the stationery resources for the team, monitoring stock, posting purchase orders, making orders and replenishing stock
- To assist in ensuring that there is has current, up-to-date and timely information about the courses offered through Community Learning
- To support the Community Learning team in the provision of exceptional customer service
- Work with the Quality Coordinator to develop, implement and evaluate procedures which improve customer service
- Administrative support for the Information, Advice and Guidance (IAG) team and support at learner IAG sessions within Community Learning and ESOL
- Administrative support for the arrangement and delivery of initial assessment sessions
- Compiling course, enrolment, group profiles and completion packs
- Receiving and checking completed paperwork, and inputting onto various WCLL systems
- Receiving and dealing with community learning recruitment and assessment queries
- Communication with learners regarding course and attendance queries
- Work to a range of performance indicators relevant to the services provided by WCLL in order to ensure continuous quality improvement
- Support MIS team where required
- Assist with the coordination of learner awards and marketing events
- Support exams invigilation, learner registration, exam booking where necessary
- Administrative support for the apprenticeship team, contacting candidates, arranging welcome packs and initial assessment packs, ensuring enrolment paperwork is completed and uploaded to MIS.

**Progression:**

We can provide you with excellent apprenticeship training and build your experience in business administration and customer service. This Apprenticeship will work towards gaining a recognised Customer Service Level 2 Standard.

**Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Council's duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

**Additional Information****You will have:**

- Basic keyboard skills, use of Microsoft Office, email & Outlook Calendar and the internet
- Excellent standards of English spelling, grammar and punctuation
- Good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to take down telephone messages clearly and accurately
- Good interpersonal skills and proven experience of dealing effectively, politely and diplomatically with people, both face-to-face and on the telephone.
- Excellent attention to detail
- Evidence of a systematic approach, with good organisational skills, including the ability to set up, maintain and develop filing systems
- Ability to remain calm and effective whilst working under pressure, to grasp quickly what is required, use initiative where appropriate, and to plan a personal work programme and prioritise competing tasks
- Ability to work flexibly and co-operatively with colleagues in a team, asking for and giving support as needed

- Ability to follow instructions and meet deadlines
- Ability to take basic notes/minutes in meetings
- Ability to manage own tasks and workload
- An understanding of the importance of equality and diversity and health and safety in the workplace

### **Education History**

To help us to be as accurate with your information as possible, you will be required to provide us with your education history. The majority of our apprenticeship opportunities are government funded. Where an advanced level 3 apprenticeship is government funded, you may be ineligible for funding if you already hold a qualification at level 4 or higher. Should you hold any qualifications at level 4 or above, you will be required to provide full details when asked at application.

The WCLL Work Based team will look at your qualifications to check the apprenticeship will not duplicate any training or assessment you have received from any other source, however, please be aware, in some cases previous higher learning may exclude you from an advanced government-funded apprenticeship.

## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Evidence of a systematic approach, with good organisational skills, including the ability to set up, maintain and develop filing systems.		Y	A / I / T
An understanding of the importance of equality and diversity and health and safety in the workplace.		Y	A / I
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Previous administration/reception work experience.		Y	I / C
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Basic keyboard skills, use of Microsoft Office, email & Outlook Calendar and the internet.	Y		A / I / T

Excellent standards of English spelling, grammar and punctuation.	Y		A / I
Good communication skills, including the ability to take and give simple messages, to communicate effectively verbally and in writing with a range of people and to take down telephone messages clearly and accurately.	Y		A / I / T
Good interpersonal skills and proven experience of dealing effectively, politely and diplomatically with people, both face-to-face and on the telephone.	Y		I
Excellent attention to detail.	Y		A / I / T
Ability to work flexibly and co-operatively with colleagues in a team, asking for and giving support as needed.	Y		I
Ability to follow instructions and meet deadlines.	Y		A / I / T
Ability to take basic notes/minutes in meetings.		Y	A / I
Ability to manage own tasks and workload.		Y	I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
GCSE English 9 – 4 (A-C)		Y	A / I
GCSE Maths 9 – 3 (A-E)		Y	A / I

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**