



Job Description

Job Title Sefton Customer Service Apprentice

Responsible to Team Leader

Job Purpose

1. Provide general administrative support for the Sefton Connect team
2. Provide the first line of contact for clients and partners phoning

Principal Duties and Responsibilities

1. Answering the telephone, and dealing appropriately with callers.
2. General administration duties as required
3. Outbound telephone contact with service users and clients and accurate recording of data
4. Supporting careers advisers and coaches in their work
5. Maintaining the company's quality policies and procedures as directed
6. Supporting the production of publicity materials.
7. Support social media and digital offer
8. Collating client feedback
9. Researching opportunities and local market information

Corporate Duties and Responsibilities

1. Ensure efficiencies are achieved in the delivery of services across the wider Career Connect portfolio
2. Promote the safeguarding and welfare of children, young people and vulnerable adults in accordance with Career Connect Safeguarding policy and procedures.
3. Helping to maintain a safe and healthy working environment in accordance with Career Connect Health and Safety policy and procedures.
4. Respect the confidentiality of all matters in relation to employment and clients. Comply with the requirements of the Data Protection Act 1998 and other legislation with regard to the processing of any personal data.
5. Promote and maintain Career Connect policies on Equality, Dignity at Work and Code of Conduct.
3. Take responsibility for own continuous professional development, by identifying and undertaking learning and development opportunities and alerting line manager where support is needed. Undertake a level 2 Customer Service qualification during the first year of service.
6. Implement and follow Career Connect policies and procedures to promote business continuity in emergency situations.
7. Act in a risk aware rather than risk averse way. Every member of staff, from the directors through line managers to the individual employee must be aware of the nature of risk, and the agreed system of control.

This job descriptions sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed.



Person Specification

Business Administration Apprenticeship

Essential Skills, Experience, Knowledge and Qualifications

- a) Understanding of Microsoft Office packages such as Excel, Word, Outlook
- b) Ability to use the internet for research purposes and confidence in using social media
- c) Accuracy and attention to detail for the purposes of recording of data
- d) Ability to plan and prioritise own workload to meet deadlines
- e) Excellent communication and interpersonal skills
- f) The ability to work as part of a team
- g) Ability and willingness to undertake study up to NVQ level 2
- h) A commitment to training and personal development
- i) A commitment to equal opportunities