



## Customer Service L2 Apprentice

<b>Reports to:</b>	Contact Centre Team Leader		
<b>Department:</b>	Corporate Contact Centre	<b>Grade:</b>	Apprentice
<b>DBS Status:</b>	N/A	<b>Politically restricted:</b>	No
<b>Job Purpose:</b>			
<p>To provide a professional first point of contact for customers within the Corporate Contact Centre Housing Benefit Team, supporting enquiries across key Council services. The role involves resolving queries and transactions by using and updating multiple systems, delivering high-quality customer service, and working collaboratively in a fast-paced environment. The post holder will develop skills and knowledge to handle enquiries confidently while following safeguarding responsibilities and Council policies.</p>			
<b>Values</b>			
<p>Collaborate proactively.  Lead inclusively.  Embrace change.  Be bold and curious.  Celebrate and share our success.</p>			
<b>Overall Description</b>			
<p>To meet the required objectives and standards in line with the job role.  To acquire the knowledge and ability to support the delivery of the Council's services.  To undertake an Apprenticeship training programme as an apprentice and successfully complete it</p> <ul style="list-style-type: none"> <li>• To develop knowledge of the service and its users.</li> <li>• To respond to customers and clients as required ensuring that all enquiries are processed within agreed service delivery standards.</li> <li>• To work towards and complete your learning modules as a part of your apprenticeship programme.</li> <li>• To participate actively in your own development plan as agreed with the line manager and training provider assessor / development coach.</li> <li>• Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.</li> <li>• Undertake any other duties commensurate with the general level of responsibility of this post and in-line with the Apprenticeship.</li> <li>• To adhere to the HR policies &amp; procedures.</li> <li>• To follow the Brent code of conduct on behaviours, and represent Brent at all times onsite and off-site.</li> </ul>			

**Job specific roles and responsibilities**

Working in the Corporate Contact Centre Housing Benefit Team. Providing a professional first point of contact and working effectively and professionally with internal and external colleagues to resolve customer enquiries, complaints and transactions covering a range of Council services which may include: Switchboard, Housing Benefit, Resident Support Fund, Food bank and MyAccount enquiries amongst others.

- To take ownership and appropriate action to resolve enquiries within agreed levels of empowerment over the phone and email.
- To efficiently and effectively search, utilise and update a range of databases and IT systems accurately to resolve customer enquiries, provide updates, log complaints and handle transactions in accordance with protocols for data entry and compliance.
- To work effectively both individually and as part of a team to ensure a quality service is provided to customers in a continually changing environment
- To keep up to date with legislative, policy and procedural changes in order to deal effectively and efficiently with customer enquiries, complaints or transactions

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection, Health and Safety and Emergency Planning & Awareness (including to provide assistance where available) policies and procedures.

Employees should embed environmental sustainability into their work, actively contributing to Brent becoming a carbon-neutral borough in 2030.

Undertake any other duties commensurate with the general level of responsibility of this post and in-line with the Apprenticeship standard.

Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.

**Essential Requirements (key skills & qualifications)****Knowledge and Qualifications**

1. IT and database systems

**Experience**

1. No experience is necessary as this is a training role, however, an understanding of the role is advantageous
2. You will also need to have an interest in local government and the delivery of public services
3. You need to have a flexible and positive approach to work as well as being reliable, punctual and willing to learn
4. Good IT skills including knowledge of Microsoft Word, Excel and Outlook

**Skills and Abilities**

1. Understanding of an apprenticeship and have the ability to learn
2. Good communication skills (verbal and written)
3. Good time-keeping skills



4. An understanding of good customer service, calm and empathetic
5. Team work
6. Motivation and commitment

**Budget Responsibility and Overall Headcount N/A**

*Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs*