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| Apprenticeship Title | Customer Service Apprentice | Level | 2 |
| Job Title | Customer Service Apprentice | Team | NEET Prevention Team / Adult Education Team |
| Training Provider details if known | Impact Futures | | |

Overview of the Work Area

The post will primarily be based in the NEET Prevention team which works with young people aged up to 16-18 and up to 25 for those with Special Educational Needs to support them to engage in employment, education or training. This includes offering individual careers guidance and support, supporting young people to complete CVs and application forms and confirming the destinations of young people.

A small percentage of the time will also be spent supporting the Adult Education team which organises short adult education courses across the borough.

Summary of the role

To support the NEET Prevention team to meet its key performance indicators by taking responsibility for contacting young people using a variety of methods including phone, email and social media on a regular basis and confirming their employment or education status. To offer support and guidance within clear parameters and refer those in need of additional support to the careers advisers. To record all contacts with young people on the CCIS database and run specific reports.

To support the Adult Education Service by contacting learners and entering their details onto a database.

Key tasks

- To proactively contact young people via telephone, email, outreach, (including doorstep visits) and also via social media to establish what they are currently doing in regard to employment, education or training and to update the CCIS database in an accurate and timely manner, ensuring data held on a young person is accurate
- To develop and maintain an effective working relationship with young people who are NEET, providing them with information and advice within clear parameters, supporting them to move into employment, education or training
- To contact a number of partners including colleges, training providers, and employers, to gather information on the progress of young people and their applications and record the information on the CCIS database
- To provide reception cover for the Employability Hub and be the first point of contact for people contacting the NEET Service face to face and by monitoring the Elevate Me email

address and website. You will also provide general admin support under direction from the team leader

- To provide support to the Adult Education team under the direction of the team leader, to:
 - Enter learner date onto the adult education database
 - contact adult learners via telephone or email to gather their views on courses they have attended
- Undertake other operational duties as may be required from time to time as directed by the team leader.

Overview of Apprenticeship Training

You will complete a level 2 Customer Service Practitioner Apprenticeship delivered by Impact Futures

Topics you will cover during your apprenticeship will include

- Understanding Wokingham Borough Council
- Knowing your customers and your services
- Systems and resources
- Influencing skills and team work
- Dealing with customers and customer conflict
- Getting it right first time

Maths & English

If you are not currently operating at the required level of maths and English, you will receive coaching and mentoring focussed on areas of specific weakness so that you can attain the minimum benchmark.

The apprenticeship will be delivered in modules and you will receive regular one to one tutorials with your tutor. You will also spend 20% of your time improving your skills which can include online teaching, digital learning, and workplace assessment.

Additional Corporate Responsibilities

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| 1 | Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions |
| 2 | Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices. |

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| 3 | Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promote the welfare of children and vulnerable adults. |
| 4 | Special Factors: occasional out of hours (until 6.30pm) required |

| Competencies Required in Role | | | | |
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| Core Competencies | Foundation | Proficient | High Achiever | Role Model |
| 21 st Century Public Servant | X | | | |
| Personal Responsibility | X | | | |
| Professionalism & Know How | X | | | |
| Working together | X | | | |

| specific qualifications, experience, skills required for the apprenticeship |
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| Qualifications | |
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| Essential | Desirable |
| Excellent verbal communication skills and a good standard of written skills, able to speak confidently with young people, their parents and colleagues. | GCSE English and Maths at grade 4 or above |
| Technical Skills | |
| Essential | Desirable |
| Familiarity with Microsoft Word and Excel and ability to produce basic letters, and spreadsheets | Familiarity with using client databases |
| Ability to think creatively and solve problems | Good organisational skills including ability to prioritise and meet deadlines |
| Ability to work independently and take responsibility for own workload | |
| Knowledge and Experience | |
| Essential | Desirable |
| Experience of working as part of a team | Experience of working with young people |
| An understanding of the issues facing young people looking for work or training | Understanding of the importance of confidentiality and how to apply it in a work situation |