

**MEDWAY COUNCIL  
JOB PROFILE  
APPRENTICE – INTERMEDIATE**

**Designation:** Customer and Business Support Apprentice

**Department:** Customer and Business Support

**Grade:** Level (2) £279.35 per week training allowance

**Responsible to:** Customer and Business Support Manager

**MAIN PURPOSE OF JOB**

To learn and develop the skills to:

- To support the effective provision of excellent customer service.
- To provide administration support to a range of services across the council.

Examples of the type of tasks that will be undertaken within this role are:

- Working in a busy telephony environment, handling internal and selected inbound customer calls; calls include switchboard, booking service requests, and answering customer enquiries.
- Carrying out administrative duties, including dealing with post, scanning, photocopying documents, organising meetings and appointments, letter production, creation of a range of documents, updating systems.

**PERSON SPECIFICATION**

**Qualifications**

A good standard of education (or equivalent experience) and a willingness to work towards achieving all the qualifications required to successfully complete the Intermediate Apprenticeship framework.

**Skills**

**(Include any additional skills that are role specific)**

Previous experience of using computer packages like Word, Excel and Powerpoint is desirable.

Demonstrable ability to communicate in a manner that is easily understood and tailored to meet the needs of the audience

Demonstrable ability to take ownership of work and fulfill agreed commitments, checking work for accuracy.

Demonstrable experience of identify potential problems and taking appropriate action.

The ability to think about alternative ways of doing things, and being open to new work practices and responsive to change.

### **Personal Qualities**

Experience of dealing with customers in a courteous and helpful way by keeping them advised of progress and offering them a solution to their problem.

Demonstrable understanding of the process of teamwork and the part they play in ensuring objectives are met.

Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity.

A commitment to equality and diversity, accepting differences and treating everyone fairly.

## **3 ORGANISATION**

### **(i) ORGANISATION CHART**

### **(ii) DESCRIBE HOW AND BY WHOM THE POST IS MANAGED**

The post holder will be supervised on a daily basis by a Customer and Business Support Team Manager.

### **(iii) DESCRIBE THE LEVEL OF INITIATIVE AND/OR INDEPENDENCE EXPECTED OF THE POST HOLDER**

The post holder will be supervised by their line manager, however, it is anticipated that they will develop and demonstrate a reasonable level of initiative and independence during the completion of their apprenticeship.

### **(iv) DESCRIBE ANY SUPERVISORY/MANAGEMENT RESPONSIBILITIES**

None

**(v) JOB CONTEXT - DESCRIBE THE MAIN CONTACTS, BOTH INTERNAL AND EXTERNAL AND THE PURPOSE OF THOSE CONTACTS**

The post holder will have contact with internal colleagues in the course of their daily work. They may also have contact, via email and telephone, with external customers i.e. service users and partner organizations

**4 FINANCIAL ACCOUNTABILITIES**

None

**5 WORKING ENVIRONMENT**

The post holder will be office based at Gun Wharf.