

Job Profile

Job Title	Level 2 Apprenticeship – Customer Service
Reports to (job title)	Team or Service Manager (who will support you every step of the way!)
Based in:	See Advert for Detail

The job in a nutshell...

As a Level 2 Customer Service Apprentice you will learn brilliant customer service skills that enable you to support the provision of efficient customer service to our customers and community representatives within designated team/service.

As well as loads of on the job training you will study for a relevant professional qualification in Customer Service (Diploma/NVQ Certificate Level 2 or equivalent).

What success will look like...

Our customers are at the heart of all we do, and you'll have the opportunity to work with our customers directly, putting your newly developed knowledge and skills into practice. You'll report to the Service Manager and will also have a mentor from within the team, someone who brings a broader range of knowledge of the team's objectives and the day to day activities. They'll offer additional guidance and support to ensure we help you to succeed. You will be successful when you:

- Learn the job role and develop related work experience throughout the apprenticeship duration
- Complete the apprenticeship qualification within agreed timeframes
- Work well with colleagues and show a willingness to learn, develop and progress your career with Home Group
- Help customers with queries and resolve them in a timely and professional manner
- Establish and maintain close relationships and networks with customers, colleagues and stakeholders
- Learn how to use our systems and handle customer data within confidentiality guidelines
- Learn how to use databases and internet/intranet sites to answer customer queries
- Provide assistance and support to the wider team including, site/service visits, meeting with customers, updating systems, capturing and recording information and data
- Engage with customers in a professional manner, interacting with empathy and understanding
- Support the wider team as they work effectively with a range of internal and external stakeholders at all levels

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The apprenticeships will also help you develop:

- Rounded experience across all areas of the service and wider team and how we work together to contribute towards and meet our targets (we'll make sure we give you this experience over the duration of your apprenticeship!)
- Brilliant communication skills to effectively support customers and the wider team
- Communication confidence; using a range of tools and styles to communicate with customers and stakeholders efficiently
- Deep awareness of our values and how they positively influence our day to day activities

You'll already have these brilliant skills, qualifications and knowledge...

- A keen interest in becoming a brilliant communicator
- Good verbal and written communications skills
- A desire to provide customer service with a friendly, polite and helpful manner
- Good basic Microsoft Office skills (Word, Excel, Email) or an aptitude to learn
- A readiness to learn with a fantastic attitude and willingness to 'have a go'
- Ability to deal with sensitive information, maintaining confidentiality
- Ability to work in a professional manner within a fast-paced environment
- Adaptable to learn a range of effective communication methods such as telephone, email, and chat functions
- A good eye for detail and the ability to work accurately
- Able to work as an effective team member
- An aptitude to learn to use in-house IT Systems
- Ability to manage workloads and meet deadlines

We'd also love you to have, or be brilliant at... (but don't worry if not)

It is really important that you have a big interest to work in a customer focussed environment with a commitment to your personal and professional development. But hey....this is an apprenticeship so just be willing to have a go, try new things and learn loads!

We're all accountable for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

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Other important stuff...

You'll be a budget holder? No ☒ Yes ☐... up to £ [Click here to enter text.](#)

You'll manage people? No ☒ Yes ☐... around [Click here to enter text.](#) direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☒ Regular ☐ Frequent ☐



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