

## Apprenticeship Description

Level 2

Customer  
Service  
Practitioner

<b>Date</b>	<b>21/01/2019</b>
<b>Apprenticeship Title</b>	<b>Customer Service Practitioner</b>
<b>Training Provider</b>	<b>RWP Training Ltd</b>
<b>Weekly Wage</b>	<b>£144.30</b> (if 19 years old or over, after 12 months your salary will increase to minimum wage for your age)
<b>Working Week</b>	<b>Library opening hours</b>
<b>Expected Duration</b>	<b>12 months</b>

### Vacancy description

As a Customer Services apprentice within Cumbria County Council you will receive:

- High quality training and development opportunities
- Personalised support from managers and mentors
- The opportunity to work alongside skilled and experienced staff gaining valuable job specific and transferable skills that will support you in your future career

### Key job specific activities

As a Customer Services apprentice your duties will be to assist colleagues with the following:

- To carry out library duties and procedures as laid down in the Staff Guidelines, in a polite, welcoming and efficient manner to achieve an effective service.
- Whilst on duty within a library setting, to take responsibility for customer service, cash handling, the building environment and to have an awareness of health and safety procedures.
- To maintain and update readers' registration and joining procedures, amending computer records as and when required, arranging overdue notices and dealing with customer enquiries arising from this.
- To carry out routine clerical procedures connected with stock.
- To be an active part of creating displays and promotional activity.
- To assist with services to children or adult groups within a library setting or as part of an outreach programme.
- To assist customers in their use of ICT, digital equipment and software.
- To assist with the cataloguing and indexing of Local Studies collections to ensure they are available to researchers.
- To advise customers on the range of archive and local studies sources available for use by customers.
- To take part in outreach events such as school visits, drop ins, book launches and exhibitions as

required.

- To provide support to teams assigned to special collections and all departments within the library setting
- Monitor and maintain the tea and coffee supplies for the public

## Key Information

### Qualifications required:

- A good standard of English, Maths and ICT and be prepared to learn further.

### Desired Skills

We welcome applications from self-motivated individuals who are able to work as part of a team and are willing to learn and develop the following skills:

- Excellent communication skills
- Excellent organisation and planning skills
- Excellent listening and observation skills
- Excellent customer services skills
- Excellent levels of IT competency (Microsoft office software including Word, Excel, PowerPoint and Outlook)
- Excellent time management skills

### Personal Qualities and Behaviours

All County Council employees must adhere to the Council Behaviours which are:

- Communicate in a clear and constructive way
- Act with honesty and respect for others
- Demonstrate a positive flexible attitude
- Take responsibility for our actions
- Be committed to one team

## Training provided

- Level 2 Apprenticeship in Customer Services
- Functional Skills in Maths and English if required

Cumbria County Council works with a range of high quality training providers, who deliver qualification and training courses for apprentices employed by the council.

These training providers will undertake the initial aptitude assessments; support with the recruitment process; deliver the qualification training (and ongoing assessments) and work closely with council staff to support apprentices to successfully complete their apprenticeship and move on to further training or employment.

## Disclosure and Barring Service – DBS Checks

- This post does not require a DBS check.

## Other Factors

- You must ensure that you are able to travel to and from the work location specified on a daily basis. A maximum of up to £15.00 per week will be paid to support your travel from home to work.
- Following the successful completion of the apprenticeship programme many of our apprentices have moved on to either a higher level apprenticeship or have secured permanent employment with the council or other employers and have embarked on an exciting career pathway. Whilst there is no guarantee that a position would become available at the end of your apprenticeship, Cumbria County Council works in partnership with other organisations throughout the county to maximise the opportunities that are available to apprentices. The skills you learn and the qualifications gained will be transferable to other roles either within the County Council or with other employers.

