



Connexus

Job Description

Customer Service Apprentice

Department: Customer Services

Direct Supervisor: Customer Services Team Leader

Location: Hybrid – Craven Arms / Home Working and remote working with travel to support customer requirements.

1. Job purpose

- Contribute to delivering great customer services, through a range of mediums, including telephone, digital channels and face-to-face, to customers of Connexus.

2. Dimensions

- None required for this job role

3. Key objectives/performance measures

- Be the first point of contact for our customers at reception, over the phone, or through digital media in order to provide an efficient and courteous service at all times.
- Engage with our customers and respond to queries to provide appropriate information, advice and where necessary signpost to alternative agencies.
- Take ownership for each interaction to ensure that enquiries are handled professionally and in a timely manner.
- Aim to resolve queries directly or in liaison with others.
- Handle all expressions of dissatisfaction sensitively and take ownership to deal with the issue ensuring it is handled in line with the Groups policy and procedure.
- Access, update and accurately record information on the Groups IT systems.
- Take ownership for individual performance. Regularly review with Line Manager, and where appropriate, identify areas for improvement.
- Actively seek and use feedback to identify ways to improve the delivery of customer service.
- Undertake general administrative duties as required by the Customer Services department.

Key Performance Measures:

- Customer/colleague satisfaction.
- Telephone and digital interaction efficiency metrics.
- Successful completion of relevant qualification.

4. Skills and experience required

- An interest and willingness to work within a customer services team
- Good communication skills, both verbal and written and the ability to communicate effectively with our customers
- Ability to use a range of IT systems

- Demonstrates trust and respect in dealings with all customers and colleagues
- Demonstrates empathy and can relate to others
- Confident with an ability to stay calm under pressure
- Approachable with the ability to work as an individual and as part of a team
- Ability to organise workload and use initiative

5. Qualifications

- Good standard of general education
- GCSE grade A-C/4-9 or similar in English and Maths
- Strong keyboard/general IT skills

6. Key relationships

- Communities Service Area
- External Customers

7. Organisation chart

Reporting to: Customer Services Team Leader

Direct reports: None

8. Standard requirements applicable to all roles

- Flexibility to undertake duties that reflect the scope and level of the role.
- Commitment to personal development and learning activities.
- Uphold Connexus' customer-focused values.
- Act as a Connexus ambassador.
- Ensure compliance with the Data Protection Act 2018, UK GDPR, and internal policies.
- Promote and practice equality, diversity, health and safety, and safeguarding principles.
- Maintain high data quality and follow data management protocols.