

Job description and person specification



Job Title:	Customer Services Apprentice
Level:	Team member
Salary:	£25,927
Team:	Customer Experience
Reporting line:	Complaints Investigation Manager
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As a Customer Services Apprentice I will be committed to the delivery of a professional and effective customer service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan. I will pro-actively contribute to the residents and the wider community with a focused commitment to a One Phoenix approach, focussed on providing excellent homes and services to residents, and always positively promote the organisation, its aspirations and values.

In my job I will:

Managing external mail sent to the Complaints Team – to include its collection, scanning and assignment. Raising and assigning cases on the relevant computer software systems as directed by the Complaints Investigation Manager.

Assisting with obtaining information from colleagues required for complaint responses.

Supporting the the team to identifying and progress outstanding complaint actions.

Provide administrative support to the Complaints Investigators.

Be responsible for completing a course of study and obtaining work-related professional qualifications in Business Administration within the timescale of the apprenticeship.

Undertake a range of tasks, under the guidance of the Complaints Investigation Manager and colleagues in the team.

Attend college and complete coursework on time and to a high standard and be responsible for producing and maintaining appropriate worksheets to document my experience.

Attend and fully participate in regular training and reviews with my line manager and mentor-operative.

Be willing to undertake training as required.

Provide excellent customer care to external and internal customers.

Model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on key performance indicators ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

Job description and person specification



Commit to appropriate training and ongoing development. such as required for my role by attending and participating in training to further develop knowledge.

Be familiar with and act at all times with Phoenix's values, policies, and procedures.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>To have a focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Able to demonstrate a strong work and study ethic and be committed to undertaking an apprenticeship.</p>	<p>Experience and knowledge of working in the social housing sector.</p> <p>An understanding of matters relating to social housing.</p>
Education and Qualifications	<p>A good standard of education and relevant qualifications.</p> <p>GCSEs or equivalent in English and Maths</p>	
Skills	<p>A working knowledge of Microsoft Office products eg Word, Excel and Outlook.</p> <p>Good standard of literacy and numeracy skills.</p> <p>Able to maintain confidentiality around work.</p> <p>Good interpersonal skills.</p>	<p>The desire to use and learn basic Microsoft Office packages.</p>
Equality and Diversity	<p>Demonstrate commitment to equality of opportunity in employment and service provision.</p>	
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Values:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration 	

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*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

Job description and person specification

I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.