

Organisation:	Luminate Education Group
Primary Organisation Supported <i>(only use this field for LEG service member of staff)</i>	Leeds City College
Core Job Role:	
Job Title:	Level 2 Customer Service Practitioner Apprentice
Reports to:	Deputy Head of Department
Grade	Apprenticeship Rates
Date of compilation:	March 2024

ROLE SUMMARY:

The role of a customer service practitioner is to deliver high-quality products and services to the customers of their organisation. Your core responsibility will be to provide a high-quality service to customers which will be delivered from the workplace, digitally, or through going out into the customer's own locality. These may be one-off or routine contacts and include dealing with orders, payments, offering advice, guidance and support, meet-and-greet, sales, fixing problems, aftercare, service recovery or gaining insight through measuring customer satisfaction.

Your actions will influence the customer experience and their satisfaction with your organisation. You will demonstrate excellent customer service skills and behaviours as well as product and/or service knowledge when delivering to your customers. You provide service in line with the organisation's customer service standards and strategy and within appropriate regulatory requirements. Your customer interactions may cover a wide range of situations and can include; face-to-face, telephone, post, email, text and social media.

SPECIFIC ROLE RESPONSIBILITIES:

- Support and assist with the effective and efficient running of the Hair, Beauty and Media Makeup department.
- Provide assistance and support to collate, monitor and report on attendance data and interventions.

- To maintain student/apprentice data records including registers, ULNs, destinations/job outcomes, change requests and other reporting requests.
- Undertake general administrative and clerical tasks, including word processing, use of databases, purchase order processing, spreadsheets, email, photocopying, scanning and filing.
- Deal effectively and professionally with telephone and face-to-face enquiries from internal and external customers.
- Maintain and develop a robust filing system to support the team to locate documentation swiftly and efficiently.
- To support the Quality and Performance meetings with curriculum to drive quality within the provision.
- Support with the booking and locating venues for events/ excursions.
- To provide all aspects of apprenticeship and student administration such as production of letters, minutes of meetings, stock control, dealing face to face or other communicated queries.
- To support student enrolments within the Group and work with the central MIS/Marketing teams throughout main enrolment.
- To support relevant elements of the admissions process as identified including interviews, offers and taster days.
- To liaise with line manager to support College events including parents' evenings, open evenings, and awards event.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody our Organisational Culture:

Few rules & clear boundaries

The ability to be creative, within areas of focus.

Energy & enjoyment

Fostering an environment that enables our people and learners to be brave, interact and have fun.

Passion & ambition

Encouraging all to think aspirationally, inspiring others to do the same.

Ownership & performance

Using our robust business planning model to allow areas to have clear ownership over their vision and remit.

Creative & reflective

Always hungry to learn and looking ahead to see what is on the horizon.

Collaborative & responsive

Proactively seeking opportunities to create synergies and positive outcomes for all.

Person Specification

Job Title:	Level 2 Customer Service Practitioner Apprentice
Department	Hair, Beauty and Media Make-up

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	Q1. GCSE grade C / 4 or above in maths and English (or equivalent literacy and numeracy at Level 2 or above)	A
Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Experience of using Microsoft Office systems and databases, (Word, Excel, Outlook etc.)	A / I
E	Enthusiasm and confidence in establishing and internal and external relationships.	A / I
D	Experience of working in a team environment.	A / I
D	Experience of working in an administrative or customer facing role	A / I
Skills and Competencies		

Essential (E) Desirable (D)	Criteria	Method of assessment
E	Relates effectively to others, both one to one and in teams, effective in giving and receiving messages both face to face and in writing.	A / I
E	Highly organised with the ability to work to demanding deadlines and deliver outcomes in an accurate and timely manner.	A / I
E	Ability to exercise absolute integrity in respect of confidential matters and to ensure that any specified procedures for ensuring the security and confidentiality of information are always maintained.	A / I
E	Takes responsibility for own development.	A / I
E	Continually exudes optimism and a “can do” attitude.	A / I
E	Take a questioning approach to problems and enjoy looking for solutions to challenges presented.	A / I

Behavioural, Values and Ethos

Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I