

Family Support Customer Liaison - Apprentice

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** | |
| **Service** | Children’s Services |
| **Reports to:** | Senior Practitioner |
| **Job Family** | Business Administration |
| **Grade:** | Apprentice |
| **Political restricted** | N |
| **Date:** | May 2022 |

**Key Deliverables**

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| **1.** | To provide an efficient and customer focused service by processing and responding to incoming communication (post, phone, and emails), message taking, copying and distributing information as necessary. |
| **2.** | The post holder will be responsible for recording information accurately on Council systems. |
| **3.** | To communicate respectfully with service users and colleagues, establish a rapport and build honest and trusted relationships. |
| **4.** | Undertake a variety of tasks for the benefit of customers and Social Workers such as booking taxis, train tickets, hotels, ordering food parcels, etc. |
| **5.** | To work towards and successfully complete the Business Administration Apprenticeship at Level 3 within 15 months from the start date. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | GCSE Grade A-C in English and Maths or equivalent e.g., Functional Skills Level 2 in English and Maths or demonstrable ability to achieve during apprenticeship. (A basic skills assessment will be undertaken as part of recruitment process). |
| **2.** | Strong customer service skills. |
| **3.** | Good written and communication skills. |
| **4.** | Good organisational skills. |
| **5.** | Ability to use Word, Excel and Outlook to a proficient standard. |