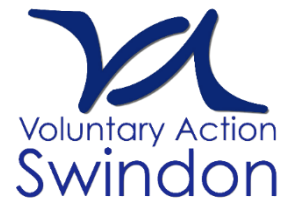


Job Description



Post title: Apprenticeship - Customer Service Level 2

Responsible to: Facilities Manager

Shopmobility (where you will be based) is a service managed by Voluntary Action Swindon offering mobility scooters and equipment to those with mobility issues access to Swindon town centre. It is housed within an old school in the carpark of Sanford House (behind Tesco's in the town centre). It is owned by Voluntary Action Swindon, who are also the head leaseholder of Sanford House.

This is a unique role and will offer an insight to anyone looking to work in the voluntary sector. For this role, there will be an element of lifting (handling scooters and scooter batteries), so you do need to be physically fit.

Purpose of the post

To complete the apprenticeship training programme by:

- Attending in-house training and college as and when required.
- Completing a Customer Service Apprenticeship standard at Level 3.

Key Accountabilities

To complete the full range of customer service tasks associated with the day to day running of Shopmobility.

1. Developing a good working relationship with colleagues and supporting them when required in line with the Customer Service Level 3 Apprenticeship Standard.
2. Keep the Shopmobility unit and the surrounding area clean and tidy.
3. Provide a consistently high standard of customer service to the Shopmobility customers.
4. Support the staff in demonstrating safe use of equipment to all customers.
5. Carry out surveys with the customers to look at ways of improving service.
6. Manage a light refreshment service for customers of Shopmobility and organisations in Sanford House. Consider ways of increasing sales.
7. Looking at ways of generating additional income for the Shopmobility service.
8. Carry out admin tasks relevant to the role: maintaining data, issuing annual memberships, handling cash/finance and recording transactions.
9. Provide support to the Facilities Manager in his role of managing Sanford House and John Street to provide our customers with welcoming buildings.
10. Provide high quality customer service to room hire customers in the Sanford House building.
11. Any other details reasonably required to ensure the smooth running of the service and/or to assist other VAS colleagues.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Person Specification

This Person Specification lists the essential skills, attributes and experience necessary to successfully carry out this apprenticeship. Please illustrate on your application form how you meet the requirements of the post.

No previous experience is required, as full training will be given. However, we do expect a good level of commitment, a 'can do' attitude and a willingness to learn.

Please be sure to cover each one of these points in your application form.

	Criteria
1	Skills and Knowledge <ul style="list-style-type: none">• Good level of written English.• Good organisational skills.• Strong communication skills, ability to adapt your language and communicate in a friendly and approachable way.• Keen to do the best for the customer and deliver a good level of customer service.• Flexible and adaptable.• Knowledge of IT skills and knowledge of Microsoft packages especially outlook and excel.• Interest in supporting people and working in the voluntary sector.• Able to lift and handle heavy equipment (scooters and batteries).
2	Qualifications <ul style="list-style-type: none">• A good general level of literacy and numeracy and a minimum pass at level 4 GCSE for English and Maths, or willing to work towards.
	Attributes <ul style="list-style-type: none">• A positive attitude.• The ability to listen and follow instructions.• Ability to work as part of a team and independently.• Strong attention to detail.• A flexible and adaptable approach to work.• Ability to display discretion and maintain confidentiality.• Keen to work in a diverse environment, and in an organisation that values equality, diversity and inclusion.• Self-motivated.