

Facilities / Customer Services Apprenticeship (FCSA)

Job Description

Quadrant House/ Sutton

General Purpose of Apprenticeship:

To complete an advanced apprenticeship in customer services.

Functional Links

The Apprentice will liaise with College and Academy staff, students, governors, parents, carers, professionals and visitors to maintain the high standards of the College and Schools.

Reporting Relationships

The Apprentice (FCSA) will be expected to work under the direction of the Head of Facilities

DUTIES AND RESPONSIBILITIES:-

- To communicate effectively with customers, staff, students and all stakeholders face to face, in writing or by telephone on the help desk
- To keep accurate records.
- To provide a first point of contact for students, staff and visitors
- To be responsible for collating customer feedback.
- To open, sort and distribute mail
- To work pro-actively as part of a team.
- To maintain information in a confidential manner
- To develop complementary technical skills associated with the job role e.g. Microsoft Office packages and lamination
- To undertake a wide variety of tasks as directed by your line manager.
- To actively promote the vision and ethos of the College.
- To demonstrate a commitment to the safeguarding of children and vulnerable adults.
- To promote Equality and Diversity in all aspects of the job
- To carry out all duties in accordance with College policies.
- To carry out other such similar duties that may be reasonably required.