

## **Reception/Customer Services Apprenticeship**

### **Job Description**

**Chart Wood School/ Merstham, Surrey, RH1 3PU**

#### **General Purpose of Apprenticeship:**

To complete an advanced apprenticeship in customer services.

#### **Functional Links**

The Apprentice will liaise with school staff, pupils, governors, parents, carers, professionals and visitors to maintain the high standards of the School.

#### **Reporting Relationships**

The Apprentice will be expected to work under the direction of the School Office Manager

#### **DUTIES AND RESPONSIBILITIES:-**

- To communicate effectively with customers, staff, students and all stakeholders face to face, in writing, via email 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 School.
- 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 OHCAT and School policies.
- To carry out other such similar duties that may be reasonably required.