

## Job Description

<b>Job Title</b>	Apprentice Feedback Officer
<b>Directorate</b>	Strategy and Change
<b>Service Area</b>	Corporate Customer Feedback Team
<b>Grade</b>	AP2
<b>Competency Level</b>	1
<b>Salary</b>	£23,656
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not required
<b>Job Evaluation Ref No</b>	N/A - Apprenticeship

## Job Purpose

An 18-month fixed term apprenticeship undertaking the Business Administrator Level 3 qualification, while working in a supported environment to develop skills and knowledge

Provide a flexible high quality business support within the Corporate Customer Feedback Team and to internal colleagues. Provide the highest standard of customer service, working within the framework of legislation and support the team in handling customer feedback in a flexible, efficient and effective manner.



### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Corporate Customer Feedback Manager

### **Main Areas of Responsibility:**

The role holder will undertake a range of standardised procedures, some of which may be relatively complex and use associated resources. Following training, you may be expected to respond independently to unexpected problems or situations.

- Processing customer feedback received under the have Your Say scheme, the statutory process for children's social care, and the statutory process for adults social care
- Processing of requests made under the Freedom of Information Act (2000) and the Data Protection Act (2018) to the Office of the Chief Executive
- Administration support for iCasework users
- Processing of non-financial whistleblowing referrals across the Authority and ensuring that all referrals are investigated robustly in line with internal audit recommendations
- Maintain appropriate, up to date and accurate electronic records on relevant systems
- Perform support duties related to the processing of information, progress chasing of documentation and recording
- Effectively use relevant ICT systems, to maintain appropriate records of work undertaken and carry out necessary administrative procedures, including documented reports, within agreed service standards. Complete formal I.T

training as required and assist in the creation, development and maintenance of records, files and statistical information

- Assisting visitors to the site, scanning, photocopying, filing, post and other resource tasks as designated
- Maintaining adequate stocks of stationery and keeping storage/filing areas tidy
- Work in partnership with Council colleagues, other professionals, and other stakeholders to ensure excellent service provision
- Work in accordance with agreed objectives, targets, and timescales
- Support colleagues and all members of the Leadership Team when required
- Highlight to senior colleagues all issues that require escalation or action
- Maintain confidentiality of information in accordance with information governance requirements including the principles of Freedom of Information Act and Data Protection Act
- Make use of appropriate training and development opportunities and participate in personal development
- Participate in Liverpool City Council's Apprenticeship Programme which will include undertaking the Business Administrator Apprenticeship Level 3. Apprentices are expected to commit to and complete all elements of the apprenticeship standard, as identified in the individual learning plan, to the best of their ability (with support as and when required)

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- The post will require you to sit for long periods of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Five GCSEs grade A\*-C/9-4 including English and maths or equivalent (A,I)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the Business Administrator level 3 apprenticeship qualification (A,I)

### Desirable

- A qualification in Information Technology such as ECDL, Microsoft office, ICT GCSE or Level 2 Certificate in IT User Skills.

## Experience

### Essential

- Experience of providing excellent customer service either face to face or over the telephone (A,I)
- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with a range of colleagues and customers (A,I)

## Desirable

- Good understanding and working knowledge of the Freedom of Information Act (2000) and the Data Protection Act (2018)
- Experience in dealing with challenging and/or difficult customers

## Skills/Abilities

### Essential

- Good organisational skills with ability to prioritise work and work accurately to meet deadlines (A,I)
- Knowledge of IT software packages, e.g., MS Office packages including Word, Excel and Outlook (A,I)
- Ability to work effectively as a team member (A,I)

### Desirable

- Willingness to learn new skills, ask questions, and identify opportunities to improve

## Commitment

### Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A strong team player able to work flexibility to meet the needs of the service