



# Apprenticeships

**Make a  
difference**

**Customer Service  
(Level 2)**

## What will I do in this job role?

The ideal candidate will be an enthusiastic and highly motivated person who enjoys team working. You will need to be polite and welcoming with a passion for good customer service. You will be expected to promote a positive image of the County Council and to have a flexible approach to work.

As a Customer Services apprentice your duties could be to assist colleagues with the following:

- To carry out duties and procedures as laid down in the Staff Guidelines, in a polite, welcoming and efficient manner to achieve an effective service.
- To take responsibility for customer service, cash handling, the building environment and to have an awareness of health and safety procedures.
- To carry out routine clerical procedures.
- To be an active part of creating displays and promotional activity.
- To assist with services to children or adult groups where appropriate or as part of an outreach programme.
- To assist customers in their use of ICT, digital equipment and software.
- To advise customers on a range of different services.

## What are the entry requirements for this apprenticeship?

There are no mandatory entry requirements, we are looking for candidates who have:

- A 'can do' attitude.
- A keen interest in Customer Service.
- A willingness to learn.
- The ability to work in a team environment.
- The ability to communicate effectively with a range of people.

## What will I achieve?

- An apprenticeship in Customer Services at Level 2.

## How will I be assessed?

You will be assessed in a variety of ways which may include:

- On the job observations.
- Evidence of your duties / tasks performed.
- Reports from Mentors and Managers.
- Assessments in English, Maths and ICT (only for Level 2).
- Production of an electronic portfolio.
- An end point assessment will also take place on completion of the qualification.

## How do I find further information about this apprenticeship?

You can find further information about this apprenticeship at:

**[instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/](https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner/)**

If you have any questions or queries please speak to the Apprenticeship Team on:

**01228 221400**

or email: **[apprentice@cumbria.gov.uk](mailto:apprentice@cumbria.gov.uk)**