**Job Profile**

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| **Job title:**Servicestore Co-ordinator Apprentice | **Salary:** £11.95 per hour |
| **Main purpose of role:** To deliver customer services duties enabling operational staff to carry out repairs, maintenance and premises support services efficiently across a range of settings as well as providing support to customers in residential and commercial properties for jobs such as gardening, house clearance, bin washing and pest control. Ensure e relevant legislation, regulations and policies are always complied with. Responsible for coordination and management of customer service requests and help calls out to the operations supply chain, servicestore operations team and chasing progression of those work orders. The organisation and prioritisation of work schedules for each person delivering the service.To respond to all day to day helpdesk enquiries including scheduling in routine and planned works and ensuring open jobs are progressed in accordance with agreed KPI’s.In support of the above the Apprentice will study towards achieving a level 3 qualification in Customer Services to support both the business and personal goals of continuous improvement. |
| **Department:**Commercial Services | **Location:**Town Hall, Walthamstow |
| **Position reports to:**Servicestore Co-ordinator Team Leader | **Position is responsible for:**N/A |
| **Length of contract:** up to 24 months (depending on duration of study) | **Apprenticeship Standard:**Level 3 Customer Service Specialist |

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| **Main duties** |
| * Coordinate and schedule planned and reactive repair activities by engaging and working with service/building managers and suppliers
* To log calls/jobs on the helpdesk database (TF Cloud) where calls/jobs may be received by telephone, e-mail or other electronic media.
* Allocate works orders on TF Cloud to either internal FM teams or to the Council’s supply chains, for example the Mechanical & Engineering or Building Fabric contractors
* Monitor and progress open jobs ensuring they’re completed on time and agreed KPI’s are achieved
* Take ownership of the reactive work schedules and ensure that all tasks are completed in line with requirements
* Purchase supplies and materials to support and facilitate the expedient completion of ad hoc and planned works requests
* To support the development of a network of commercial and residential clients to maximise the business and income generation
* To be the first point of contact with potential and actual clients for Servicestore Services
* To troubleshoot and problem solve when issues with the services or customer complaints arise. Provide specialist knowledge and advice to stakeholders.
* To work with the Servicestore Coordinator Team Leader to plan, direct and coordinate activities to implement and manage agreed Commercial projects & Services from proposal initiation to final operational stage
* Actively encourage customers to provide feedback on their experiences through the Trustpilot platform
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| **Skills, Experience & Qualifications** |
| * Effective communication and influencing skills
* Ability to respond to changing priorities, managing numerous stakeholders with conflicting requirements, deadlines and priorities
* Strong personal resilience to remain motivated and focused
* Professional outlook with the upmost awareness of the need for confidentiality
* A keen desire to learn and develop within a fast-paced organisation
* Outstanding active listening skills - ability to clearly articulate messages to a variety of audiences.
* Happy to develop and maintain credibility, expertise and knowledge through effective internal and external networking
* Good standard of education, with a minimum of 5 GCSEs, including Maths and English Grade C or above (or equivalent functional skills tests and experience)
* Experience of working in a group context, not necessarily gained in a workplace environment
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**Last updated:** *Aug 2023*