



Customer Service Apprenticeship FAQ's

What would a typical day of my apprenticeship look like?

Every day in Customer Services brings its own challenges and experiences, whether it be taking calls, meeting customers face to face or providing administrative support to other departments. You will spend your time with us gaining knowledge in every aspect of the role and developing and learning new skills. To ensure all skills are developed to the highest standard, your time will be split equally between all areas of the department. During your working day you will also be given time to learn and study towards completing your level 3 Customer Services qualification.

What do you like best about working in Customer Services?

The Customer Services department is a fantastic place to work and offers many opportunities for you to develop and grow during your career at East Suffolk Council. Being the first port of contact for all the other departments in East Suffolk Council means that we are an integral part of the successful running of the authority and the excellent service it provides the residents of East Suffolk. In Customer Services we can truly make a positive impact on our resident's lives, and the community as a whole, and this is very rewarding and satisfying for all of our staff.

What days/times would I work?

The Customer Services department operates Monday to Friday with no weekend or bank holiday work. Our opening times are Monday, Tuesday, Wednesday and Friday 08:45 to 17:00. On Thursday we are open from 09:30 to 17:00, however on some occasions you will be expected to start at 08:30 on a Thursday to attend a departmental learning morning. During your working time you are entitled to a one unpaid hour lunch break as well as comfort breaks during the day.

What can your team offer me?

Working in the Customer Services department is a real opportunity to develop and learn, whilst providing a crucial and excellent service to the district. Through your daily interactions with other officers and departments you will build strong lasting working relationships that will invariably help and assist in any future progression within the Council. These transferrable skills will help you in all facets of your working life. The Customer Services team are close knit, friendly and always on hand to offer support to each other. There are many different roles in Customer Service's so each day is varied, with new skills constantly being learned and developed.

Why should I pick an apprenticeship at the Council?

Apprentices have a very high profile at East Suffolk Council and are valued throughout the organisation.

As well as offering a fully funded and supported Level 3 Customer Services qualification, we pride ourselves on offering lots of additional development opportunities for you to add to your CV, including multiple training courses and projects to work on. As we recruit all our apprentices to start at the same time of year, we ensure all the apprentices meet each other within the first couple of days of the apprenticeship and network throughout the apprenticeship.

We also love to celebrate the success of our apprentices so hold a graduation event at the end of your qualification with us which is always a popular event.

How does the qualification work? Would I have to go to college? Will I have exams?

An apprenticeship is a job with a well-structured training and learning plan designed to support the improvement of the skills, knowledge and behaviours that are required for you to progress in your role. Every 12 weeks the plan will be reviewed and discussed to see whether your learning is on track for a timely finish.

The apprenticeship is delivered at your place of work and at the start of your apprenticeship you will be allocated a coach to work on a 1-2-1 basis with you throughout your apprenticeship, they will meet with you every 4-6 weeks to conduct training, set you tasks to complete in-between visits and prepare you for your End Point Assessment (EPA).

The EPA is carried out by an independent assessment organisation at the end of your training. It will be the final assessment of your skills, knowledge and behaviours and will determine whether you have passed your apprenticeship or not.

What are my chances of being kept on after my apprenticeship?

Although we cannot guarantee a position will be available following your apprenticeship, we are proud to say that we keep on **80%** of apprentices following their apprenticeships!

Sometimes jobs are secured within the same team the apprenticeship is completed in, other times they are successful in gaining a position in another team in the Council. We ensure any apprentices that can't be kept on are fully equipped and supported to take their career forward elsewhere, including providing training on job applications and interviews.

Do you have any tips for my application form or interviews?

Yes, we do! Attached to each apprenticeship advert is a comprehensive apprenticeships application guide, which guides you through the application form and tips for interview.

If you have any questions that have not been covered in these FAQ's please email HR@eastsoffolk.gov.uk