

Blue Badge Team Apprentice

Job Title Blue Badge Team Apprentice

Reports to: Blue Badge Team Manager

Service: Customer Services

1. Role Purpose

This is an entry level role aimed at bringing new talent into the organisation and offering a development opportunity to someone in our community.

The focus of this apprenticeship will be on:

- Supporting the work of the council by contributing to the delivery of services and projects allocated and supported by a supervising manager
- Learning the knowledge, skills and behaviours required of the role
- Completing a programme of study at level 2/3 in business administration which is relevant to the role and is a nationally recognised qualification.
- Learning to model Surrey County Council's Values
- Carrying out the role with enthusiasm, integrity, and professionalism
- To support the work of the Surrey County Council Blue Badge team by participating in and contributing to the delivery of services and projects within the Blue Team which will primarily be the checking of applications for blue badges.

2. Work Context

The apprentice will be based within the Customer Services team and will support the Blue Badge Team. The team are based at Dakota, Brooklands, Surrey, but this role will be an agile working role and will require both working from home and attendance at the office base. The apprentice will be responsible to the blue badge team leader and gain a wide range of business administration and customer services skills.

Day to day tasks will be varied will help the apprentice develop skills such as:

- Dealing with blue badge applications, opening post and checking applications
- Contacting customers by email, letter and telephone with advice and guidance
- Assisting with various projects to promote good customer service and clearer and easier blue badge applications
- Making and answering telephone calls
- Assisting the blue badge manager with producing data for reports
- Gathering information from service areas to aid with reports

3. Representative Accountabilities

- Undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship or another qualification.
- To develop a working knowledge of Surrey County Council's employee rights and responsibilities in line with the requirements of the apprenticeship standard.
- Provide high standards of performance to ensure that the service continues to operate efficiently and effectively.
- Under supervision work closely with other team members in the Blue Badge Team to assist in a range of projects and service developments. You may be required to contact residents of Surrey and liaise with Surrey County Council managers and other employees. This should be undertaken in a helpful and sensitive manner.
- Through personal example promote the values and behaviours (including equalities) that underpin the organisational strategy of the County Council.
- To uphold the values and behaviours of the organisation. Equality & Diversity To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare:
- To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.
- To have regard to and comply with safeguarding policy and procedure as appropriate.

6. DIMENSIONS

Financial Non-Financial:

7. PERSON SPECIFICATION

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

- Ability to work towards and achieve a level 3 apprenticeship
- Educated to GCSE level (or equivalent)
- GCSE 9-4/A*-C in Maths (or equivalent) or ability to work towards level 2 maths
- GCSE 9-4/A*-C in English (or equivalent) or ability to work towards level 2 English
- Good IT skills experience of using Microsoft products, experience of using a database.

8. Role summary

As the blue badge team apprentice, you will be an important part of a small team, performing routine duties to support the team. You will not need prior knowledge of the blue badge scheme but within this role you will be expected to become a team player about the Department for Transport blue badge scheme criteria. You will need a mature outlook and a 'can do' attitude. Whilst support and training will be given, and you will be working closely with a buddy / mentor we encourage innovative thinking and an enthusiasm for learning so you can make the most of the opportunity to learn on the job and through formal study.

This apprenticeship is offered at Level 2 or Level 3 depending on your current educational qualifications.