

**JOB DESCRIPTION**

**Job Title:** Modern Apprentice (Customer Service)

**Department:** Customer Services

**Grade:** HH35.25 – J

**Responsible to:** Administrative Assistant (Customer Service)

**Main Purpose of Post:**

The overall purpose of this post is to gain experience and skills in an administrative function including providing face to face and telephone reception and facilities management services, mailroom duties and general administration tasks for other customer services departments as required.

**Main Duties and Responsibilities:**

* Dealing with customers and their queries either at reception by telephone or email, ensuring that the query is dealt with quickly and efficiently;
* Ensuring messages are passed to the relevant staff members accurately and timeously;
* Booking conference and meeting room facilities for HQ, ensuring smooth and professional service is provided for internal and external users;
* Ensuring meeting rooms are set up in accordance with booking requirements and that fresh water, glasses, etc. available;
* Central ordering of stationery and letterheads for HQ and any other departments that request it;
* Providing a corporate incoming and outgoing mail service;
* Ensuring photocopier areas are stocked, tidy and operational;
* Filing, photocopying and other administrative and, or clerical tasks for other departments as required;
* Ensuring your online college portfolio is up to date;
* Any other tasks as required.

**To carry out any other reasonable duties as required by the organisation.**



**CONDITIONS OF SERVICE**

**Hours:** **Hours are 35.25 hours per week**. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.

**Contract:** This is a **Temporary Post for 2 years**. All posts are subject to a 6-month probationary period. A formal review will take place at 2, 4 and 6 months.

**Band and Salary:** This post is Grade HH35.25 – J.

Salaries are paid monthly, directly into a bank account of your choice. **The salary for a Modern Apprentice (Customer Service) is £12.60 per hour**.

**Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme. Further details of the scheme are available from the payroll team.

Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation’s contribution is 8.5%.

**Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.

**Annual Leave: Leave year runs from 1st January - 31st December.** Annual Leave entitlement is 225.6 hours per annum (6.4 weeks), rising to 260.85 hours (7.4 weeks) over a 5-year period.

5 days public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or part time equivalent) to cover the shutdown period over Christmas and New Year.

**Annual leave is calculated on a pro rata basis for part time staff.**

**General:** Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

**Smoking:** The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

**Rehabilitation of** If you have any unspent convictions, you must declare

**Offenders Act 1974:** this on your application form.

In relation to ‘spent’ convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland’s website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk/) and check the ‘Frequently Asked Questions’.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Equal Opportunities:** Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date**.**