

Directorate: Strategic and Corporate Services
Unit/Section: Client Financial Services
Grade: Apprentice
Responsible to: Client Financial Services Team Manager

Apprenticeship Training Details

Name of Apprenticeship Standard: Business Administrator
Level of Apprenticeship: Level 3
Length of Study: 18 months

Purpose of the Job:

- The role of a Client Financial Services Officer is to deliver a high quality service within the Customer Relationship Team. Your actions will influence the customer experience and their satisfaction with our teams.
- You will provide an administrative support service to the Client Financial Services Team, assisting in the smooth running of the service and taking a proactive role in the day to day tasks required to support the team.

Main duties and responsibilities:

- Working in the team that provides the main contact for Client Financial Services, you will be expected to answer routine enquiries, assessing the nature of telephone calls, and referring matters to the appropriate person if unable to resolve.
- Update, modify and retrieve data on both manual and computerised systems, as specified, ensuring that work is completed within the appropriate deadlines and the highlighting of any discrepancies. Provide client file data as requested.
- Support the day to day clerical and administrative functions of the team, including the processing of all incoming and outgoing mail, received both via the post and mailbox.
- Be responsible for monitoring the receipt of documentary evidence within the team and reporting noncompliance to the Client Financial Services Team Manager.
- Contribute towards the success of the Client Financial Services section by working towards personal and team targets, while maintaining an accurate efficient and consistent method of working.

- Undertake the apprenticeship training and attend any other relevant training when the opportunity arises to further develop employability skills.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
EXPERIENCE	ICT skills including word and excel
SKILLS AND ABILITIES	<p>Interpersonal skills – including listening and building rapport</p> <p>Communication skills – including verbal and non-verbal</p> <p>Organisational skills</p> <p>Dealing with customer conflict and challenge</p> <p>Team working</p> <p>Able to handle confidential information</p> <p>Flexible approach</p>
KNOWLEDGE	<p>Understand who our clients are</p> <p>Understand our organisation</p> <p>Awareness of importance of confidentiality</p> <p>Meeting regulations and legislation</p>
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> We are brave. We do the right thing, we accept and offer challenge We are curious to innovate and improve We are compassionate, understanding and respectful to all We are strong together by sharing knowledge We are all responsible for the difference we make <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p>

	<p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>
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