

APPRENTICE OPPORTUNITY

Business Administration Apprentice (Level 3) with Smith and Byford, our gas contract provider

Department: Gas Service (some rotation in Marketing & Finance)
Reporting to: Team Leaders
Hours: 37hrs per week (Various shift patterns)

You will need to have achieved GCSE's at grade 9 – 4 (or comparable qualification) in English and Maths.

This role and any training will be based at our Cheam Head Office but may require the apprentice to occasionally attend NESCOL college in Epsom, the apprenticeship provider. The apprentice will predominantly work in our Gas Service Department within a team of skilled customer service operatives. Apprentices will also work within other departments, such as marketing and finance, on a rotational basis.

Primary responsibilities include the following:

- Call handling, residents, engineers and clients
- Planning engineers work
- Engineers diary management
- Booking service appointments
- Approving engineers timesheets
- Monitor & action escalation reports
- Department admin tasks

By the end of your apprenticeship, you will:

- Have experience in service delivery
- Have exceptional customer service skills
- Understand delivery of best value and continuous improvement
- Demonstration of organisational skills
- Demonstrate initiative and good work ethic
- Openness to learning
- Have exceptional communication and interpersonal skills

Salary will be between £10,500 - £12,500 per annum, based on a 37-hour working week.

The deadline for applications will be Friday 22nd January 2021.

For more information, please contact Mr Danny Howcroft, Estate Director on 020 7926 0158 or email Blenheimgardens@lambeth.gov.uk to register your interest. Please note we are advertising this opportunity on behalf of Smith and Byford.