



*Being there for you
and your family*

JOB DESCRIPTION

POST: **Apprentice Customer Service Specialist Level 3**

HOURS: **Full Time (Fixed Term Contract)**

BASE: **LOROS, Groby Road, Leicester**

REPORTING TO: **Community Engagement Lead**

JOB SUMMARY:

The main duties and responsibilities are to assist the Community Engagement Lead in establishing new and maintaining existing links with relevant organisations and local communities to raise awareness and promote LOROS services and to develop and maintain our social media presence.

DUTIES AND RESPONSIBILITIES:

This is a varied job with lots of exciting challenges. We are looking for a motivated individual willing to learn and develop new skills to join the team in delivering this essential service. Good communication and organisation skills are important in this role due to the variety of work you will be undertaking.

Duties will include:-

1. To type letters/correspondence/documents ensuring distribution as appropriate in accordance with LOROS standards.
2. Use a variety of computer packages to support the work of the department including MS Word, Powerpoint, Excel, and Publisher.
3. To compile and maintain spreadsheets.
4. Establishing and maintaining existing links with relevant organisations and local communities to raise awareness and promote LOROS.
5. Carry out all necessary photocopying, faxing, shredding, laminating and other general office duties as required.
6. To update and maintain paper and electronic departmental filing systems.
7. To deal with telephone enquiries in an accurate and efficient manner, taking and accurate phone messages, and handling voice mail messages are important in this role due to the variety of work you will be undertaking.

8. To take a shared responsibility for the departmental email in box and actioning as appropriate.

GENERAL DUTIES:

1. All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.
3. All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
4. Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
5. Co-operate with their employer as far as is necessary to meet the requirements of the legislation.
6. All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive, but give a broad indication of the duties and responsibilities of the post, and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed..... Date.....
Postholder

Signed..... Date

Line Manager