**ABOUT THE ROLE**

Redrow Homes are looking for an individual who is passionate about excellent customer service. Working as an apprentice you will support with the day-to-day running of a busy customer services department undertaking varies administration duties on a daily basis.

The main objective of your role would be to support the Customer Services Department in providing a high quality service to our customers by administering the customer service information system and providing all other administration services for the Customer Services Department. As part of the apprenticeship you will be studying a L2 or L3 customer service qualification through one of Redrow’s training partners.

The Apprentice Customer Services Co-ordinator will work closely with customer services co-ordinators to help deliver a first class service to our customers throughout the customer service process. The Customer Services team requires the ability to deal effectively and efficiently with all customers and be able to manage customers’ expectations appropriately with the objective of achieving customer satisfaction from our customers. The Apprentice Customer Services Co-ordinator will shadow members of the whole customer service team to learn and understand the keys skills required to deliver the key responsibilities set out below.

Redrow has a proud reputation for building distinctive and high quality homes across England and Wales. We have 16 different departments who all work together to complete one goal, and that is to effectively Design, Build and Sell luxury homes.

As an apprentice with Redrow, you will join an exciting team, fulfil your passion and start gaining skills needed to build an exciting career. If you want to start earning while gaining the skills, and qualifications, then Redrow’s Apprentice programme is perfect for you!

Responsible to: Head of Customer Services / Customer Services Manager / Customer Services Co-ordinator

**KEY RESPONSIBILITIES**

To provide customer service support within an office by:

* Answer the telephone/take messages champion the customer throughout the business and be the first point of contact with the customer once completion has taken place answering calls and queries accurately and consistently
* Maintain a smartly presented, polite, diligent, positive and professional attitude at all times; demonstrate knowledge and build customer confidence
* Assist the Head of Customer Services and the Customer Services Manager with day-to-day business and customer requirements
* Work within the guidelines of the NHBC/Premier Guarantee and Redrow's standards
* Ensure accuracy of all customer details and all communication is correctly recorded on Redrow’s computer systems and communicate regularly with customers in accordance with the procedures set out
* Manage customer expectations through clearly explaining the situation, next steps and potential outcomes
* Take ownership of queries, resolving routine non-complex issues yourself and escalating complex issues to your Customer Services Manager or Head of Customer Services
* Create and issue work instructions on RedCS/Internal systems, ensure Technician’s diaries are fully utilised, with consideration to geographical benefits and restrictions
* Liaise with Technicians, Sub-Contractors & Material Suppliers; Monitor the progress of works and customer satisfaction and feedback on completion
* Produce and maintain plot files
* Where required, act proactively and diligently in the compilation of the Homefile
* Ensure registration of all new homes with Nationwide Property Assistance on the day of legal completion. Monitor daily registration reports and respond to pdf reports issued by Nationwide Property Assistance following purchaser contact
* Health and Safety - Organize the annual PAT testing of the technicians electrical equipment
* Ensure familiarity with Redrow Group’s Health, Safety and Environmental policies and comply with employee responsibilities
* Coordinating works in social housing plots
* Taking delivery of goods and booking items onto spreadsheet
* Contribute to improving the business, protecting and enhancing the reputation of the Company, by putting forward new ideas and, when requested to do so, implementing change
* Typing, photocopying, scanning and laminating
* Greeting visitors in a professional and courteous manner and calls
* Raise purchase orders using in-house system
* Monitor stationary and reorder as required
* To ensure the reception area and meeting rooms are tidy
* Receive goods/services into reception and keep a log of deliveries
* To monitor and process post both in and out
* Assisting the Office Manager and other departments with mail-shots, reports and presentations etc
* Support with administrative assistance to various departments within the divisional office
* At all times comply with company policies, procedures and instruction

**THE PERSON (Essential)**

* Excellent verbal and written communication skills
* IT literate
* 5 GCSEs including Maths and English at grade 4 or above (Grade C+) or an equivalent
* Willing to learn
* Ability to take on instructions
* Excellent organisational skills
* Able to work in both a teams as well as own initiative
* Able to work to tight deadlines in a pressured environment

**THE PERSON (Desirable)**

* Previous experience of working within a customer service role

These are illustrative duties and the post holder will be expected to become involved in a range of work to enable the Division to respond effectively to the requirements of the business.