

Job Description:

CUSTOMER EXPERIENCE APPRENTICE

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| Department: | Government Schools |
| Position:  | Customer Experience Apprentice |
| Immediate manager: |  |
| Position location: |  |
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| 1. Job Introduction |
| We have an exciting opportunity for a Customer Experience Apprentice to join our Schools by Sodexo team. This is a great opportunity for a customer focused individual to join a world leading food and facilities management company, which can offer unrivalled opportunities for career progression.The successful apprentice will work with our Oasis management team to ensure our catering services are genuinely driven by the needs and expectations of students, ultimately maximising customer satisfaction levels and the number of students choosing to use our services. College training leading to a formal customer services qualification will take place one day a week during term times. Qualifications available dependent on experience include Customer Service Practitioner level 2 or Customer Service Specialist Level 3.  |
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| 2. Role Responsibility |
| * You will work closely with our Oasis management team to implement and embed our Agents for Change programme throughout this contract. Using customer engagement techniques, you will work closely with peer-elected Agents (students) from each school to help shape and develop our onsite catering services.
* Working collaboratively with customers, clients and the wider Schools by Sodexo team will be an important part of this role. Support from our craft chef and marketing teams will be available to enable you to harness students views and ideas, and turn them into reality.
* You will build strong and productive relationships with Agents and school representatives across the contract. Regular planned engagement with Agents, and collation of feedback, results, insights and progress will be required to ensure continuous customer-led service development.
* You will work in a courteous, customer focused and professional manner to optimise the customer journey and experience for all students and staff that use our food services.
* Enhanced DBS clearance will be required for this role.
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| 3. The Ideal Candidate  |
| We are looking for a highly motivated and enthusiastic individual who will meaningfully engage with our school customers to maximise customer satisfaction and drive school meal uptake. An interest in good food and its impact on health and wellbeing alongside experience of working with young people would be beneficial. This apprenticeship role would be suitable for a school or college leaver.You will:* Be able to prioritise own workload with minimal supervision and use your own initiative
* Have an excellent understanding of customer care, including dissatisfied customers
* Have experience of working with people from a diverse range of backgrounds, cultures and religions
* Be experienced in using Microsoft programmes such as PowerPoint, Word and Excel.

**Desired skills*** Good verbal and written communication skills
* Comfortable leading group workshops and meetings
* Well-organised approach to work
* Ability to engage with young people

**Personal qualities*** Reliable
* Friendly & motivated
* Good timekeeper
* Team player

**Desired qualifications*** GCSEs (or equivalent) in English and Mathematics
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