Building homes, independence and aspirations

Job Profile

Job Title	Apprentice Customer Service Specialist Level 3		
Job Reference No.	AHOMEJD009	Date of issue:	August 2026

The job in a **nutshell...**

You learn how we deliver great services to our customers and support the work of our commercial teams. You'll gain experience across customer service, sales support, administration, marketing activity and customer aftercare, developing a broad understanding of how different teams work together to achieve positive outcomes.

Alongside practical workplace learning, you'll complete a Level 3 Customer Service apprenticeship qualification. With support from experienced colleagues, you'll build the knowledge, skills and behaviours needed to develop your career at Home Group.

What **success** will look like**...**

You develop a strong understanding of how customer service, sales and business support activities come together to deliver positive outcomes for customers and colleagues. As your apprenticeship progresses, you confidently apply new knowledge and skills in the workplace and make an increasing contribution to the team's success.

Customers receive a friendly, professional and consistent experience. Enquiries are handled appropriately, accurate information is shared and customers feel informed and supported throughout their interactions with Home Group.

Customer, sales and business records remain accurate and up to date because information is recorded carefully and consistently. Colleagues can rely on the quality of information available to support decision making, customer service and day-to-day business activity.

Administrative processes run smoothly because tasks are completed accurately and within agreed timescales. The wider team can focus on delivering services, knowing that information, records and routine activities are being managed effectively.

Your apprenticeship learning is successfully applied to real workplace situations. Learning objectives, assessments and qualification requirements are completed within agreed

timescales, and your skills, confidence and knowledge continue to develop throughout the programme.

Customers continue to receive support after a service has been delivered or a transaction has been completed. Queries are directed appropriately, information is shared clearly and customers know where to go for assistance, contributing to a positive overall experience.

Business systems and digital tools are used effectively to support customer service and operational activity. Information is maintained accurately, records are easy to access, and technology is used confidently to support both customers and colleagues.

Positive working relationships are developed across teams and departments. You learn from others, share knowledge appropriately and work collaboratively to support business objectives, demonstrating a commitment to learning, development and continuous improvement.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We are self-starters • Be proactive • Be well organised • Strive to get it right first time	**Education and Learning** • GCSE Grade 4/C or above in English and Maths, or equivalent • Ability to successfully undertake a Level 3 apprenticeship programme • Positive attitude towards learning and personal development
We get where our customers are in their lives • Walk in the customers shoes • Listen to the customer to understand their needs • Recognise each customer is different and adopt a flexible, personal approach	**Customer Service Skills** • Interest in providing excellent customer service • Ability to communicate clearly and professionally with a range of people • Understanding of the importance of treating customers fairly and respectfully
We have an eye for detail • Pays attention to the details • Using and recording information accurately and timely	**Digital and Administrative Skills** • Comfortable using Microsoft Office applications and digital technology • Ability to maintain accurate records and information

• Working in a safe, effective, caring and well-led way	• Understanding of the importance of confidentiality and data protection

We'd also love you to have, or be **brilliant** at… (but don't worry if not)

An interest in customer service, sales, marketing, property, housing or construction

Understanding of the importance of customer feedback and continuous improvement

Experience gained through part-time work, volunteering, education or community activities

Interest in developing a long-term career within Home Group.

We're all **accountable** for…

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you … they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff…

Budget Holder	No	Budget value up to £	N/A
Manages People	No	# of direct reports circa	N/A
Travel	Occasional	Driving Essential	No
DBS	None		


Brilliant people
we are one team, unique and valued
Accountable
Caring
Commercial
Energised
We have an eye for detail
We are intuitively collaborative
We have a win-win mentality
We get where our customers are in their lives
We unleash the potential of others
We have creative spark
We know how the world works and our place in it
We are great influencers
We are self-starters
We are organisers and drivers