

A fantastic opportunity has arisen for an individual taking the first steps in a career or perhaps those hoping to retrain and reskill at the Company as a **Customer Service Practitioner Apprentice**.

The individual will join the Company at an exciting time as we continue to evolve and grow, whilst developing our office team.

The ideal candidate is someone that wants to work within an internal sales/customer service team, to learn and understand every aspect of the role. To learn and understand the product, to question procedures and the ‘this is the way it’s always been done’ mentality.  Always looking to strive, push and progress.

The team provides excellent service to the customer, right through the process from order to delivery. This role will be to support this core function, ensuring the customers get the best possible service, in a capable and responsive manner.

Starting at entry level you will build your skills and experience in an Internal Sales / Customer Service Team, whilst **working towards a Level 2 Customer Service Practitioner qualification** provided by Nova Training for a period of 13 months.

**Duties include:**

* The first point of contact for customers and visitors, answering the door, telephone calls and emails, in a friendly but professional manner.
* Carrying out a range of customer service and administration tasks such as:
  + Filing of orders
  + Running reports for orders placed
  + Checking acknowledgements against reports
  + Data inputting including working on Spreadsheets
  + Collating information for management or other colleagues as required.

**Future prospects**

A permanent position, with a variety of progression opportunities, will be available for the right candidate on successful completion of the apprenticeship.

During the Apprenticeship, the Company would identify in which areas the candidate excels and facilitate progression within the Company, in those areas or roles.

**What is on offer?**  
Working hours: 9.00am to 5.00pm Monday to Thursday and 9.00am to 5.00pm on Fridays.

Pay: staring at National Minimum Wage – Apprenticeship Rate (£167.70 per week)

Holidays – 21 days per year plus 7 bank holidays

Christmas closedown

Visit us on You Tube to see our production facility in action.

## About the Company

S. Lester Packing Materials Ltd is a thriving business which has been operating in the West Midlands since 1983. We invest heavily in people and the latest technology for our machinery which has helped us grow into a major manufacturer of cardboard boxes and packaging.

We are the Big Box Specialists. We use cutting-edge manufacturing techniques and innovative thinking to provide our partners with bespoke packaging solutions. You can learn more about us on our social media and You Tube channels.

**About the Training Provider**

Applications for this apprenticeship are being processed by Nova Training Ltd. Contact Callum Hill 07415214652 [callum.hill@novatraining.co.uk](mailto:callum.hill@novatraining.co.uk)

* Apprenticeship standard - Customer Service Practitioner
* Functional Skills maths, English and ICT (if required)
* Employment Rights and Responsibilities (ERR)
* Personal Learning and Thinking Skills (PLTS)
* A minimum of 20% Off the Job Training covering the Knowledge, Skills and Behaviours required to pass the End Point Assessment

**Desired skills**

* Good maths skills
* Written skills
* Work accurately
* Customer focused with excellent communication skills
* Able to work under own initiative
* Think methodically
* Organised

**Personal qualities**

* A desire for continuous personal and professional development
* Driven and motivated to succeed
* Hardworking, flexible and reliable
* Tenacious
* Inquisitive
* Works well in a team