



## 2019 The Phone Co-op Customer Services Apprenticeships

The Phone Co-op is part of COOP Midcounties (Winner 2018 Co-operative of the Year)

**£16-17K per annum**

**Permanent, full-time**

**Chipping Norton, Oxfordshire**

Have you reached that place where it's continuing education or earning money? And what if you could do both – developing your communication, time management and organisational skill.

Our new **Customer Advisor Apprenticeship** opportunities offer you the chance to develop your skills and experience and get a recognised qualification – we pay you to learn and develop.

Apprenticeships offer a great career start opportunity at The Phone Co-op and career development within COOP Midcounties. You get a chance to study on the job towards a qualification through training, coaching, and real life work experience.

Our **Customer Contact Centre in Chipping Norton, Oxfordshire** is a busy hub for our residential broadband and mobile business. The range of queries is huge, from a faulty line connection to a broken handset, to helping our customers with billing enquiries or switching to SIM only.

The key to success in the role is to focus on the customer. We are a 100% co-operative organisation with our customers as our members. We put members at the centre of what we do. That's why we score so highly in Feefo, our newly launched customer review platform.

We need you calm under pressure, with an interest in technology, resilient when dealing with a tricky situation, and demonstrating a logical mind, keen to problem solve and reassure.

You'll have a great team of people around to support and coach you. You can pick up some great knowledge through a Level 2 or Level 3 Apprenticeship, and you can join us as a permanent member of our Customer Team.

**The Phone Co-op is a top 10 broadband provider in the UK and the Ethical Consumer Best Buy for telecoms. Get your new career off to a great start!**

### Essential for application:

- A professional telephone manner
- A willingness to work flexibly
- High level organisational skills
- Attention to detail
- Excellent communication skills - both written and verbal
- GCSE Grade A-C English & Maths

There's a good work life balance at The Phone Co-op, plus generous pay and conditions, and fully sponsored training for your Customer Services qualification. **It's a good time to talk to us.**

Average Customer Rating: ★★★★★ 4.3/5 | **feefo**  
Independent Service Rating based on 160 verified reviews. [Read all reviews](#)

