

Customer Service Specialist

Level 3 (WBL)

Earn as
you learn

**Work as
you learn**

**Great
experience**

**#Future
#Customer
service**

**Average
salary***
once qualified
£19,000-
£27,000



Customer Service Specialist Level 3

A customer service specialist serves as a professional point of contact for direct customer support across various sectors and organisation types. In this role, you act as an advocate for customer service, handling complex or technical requests, complaints, and queries, and often serve as the escalation point for ongoing or challenging customer issues.

As an expert in your organisation's products or services, you share your knowledge with colleagues and contribute to service improvements by gathering and analysing customer data. The role requires proficiency with organisational and general IT systems, and may be based in environments such as contact centres, retail, webchat, or any customer service setting.

This apprenticeship is a 15-month programme, with Apprenticeship Assessment (AA) taking place during the course, with gateway to completion taking place at 12 months. Apprentices must also complete 'off-the-job training' during working hours, gaining new knowledge beyond their usual duties. Successful completion leads to eligibility for professional membership with the Institute of Customer Service, and may open pathways to further professional or management roles in customer service.

Entry Requirements:

GCSE English and Maths at A*-C / 9-4 or equivalent.

If you do not hold the necessary grades, you may have the opportunity to complete a functional skills course alongside your apprenticeship. Suitability will be determined following an initial assessment and diagnostic.

Career Development:

Once qualified, you could be employed in roles such as Customer Service Advisor, Technical Support Representative, Client Relations Advisor, or Patient Care Coordinator. Progression opportunities include advancing to Team Leader Level 3, HR Support Level 3, or Quality Practitioner Level 4, providing clear pathways for further professional development within customer service and related fields.

Main developmental areas

1

Knowledge

- Business knowledge and understanding
- Customer journey knowledge
- Knowing your customers and their needs/Customer insight
- Customer service culture and environment awareness

2

Skills

- Business-focused service delivery
- Providing a positive customer experience
- Working with your customers / customer insights
- Customer service performance
- Service improvement

3

Behaviours

- Develop self
- Ownership and responsibility
- Team working
- Equality
- Presentation



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