The Workforce Development Trust

Customer Support Officer - (Apprentice)

Job description

Job Title	Customer Support Officer (Apprentice)
Apprenticeship	Business Administrator L3, Workplace training and support provided by iCQ Awards team in addition to dedicated assessor mentoring.
Department	iCQ Awards
Reports to	Managing Director – ICQ Awards
Location	Bristol Office, with hybrid working available
Pay Scale	£22,000k per annum
Contract	Permanent
Hours	Full time - 37.5 hours per week

The Workforce Development Trust

The Workforce Development Trust is a not-for-profit organisation that provides services that support employers to develop skilled, sustainable, and efficient workforces in the UK and abroad. We operate via our five brands; Skills for Health, Skills for Justice, SFJ Awards, iCQ Awards and People 1st International, which deliver specialist, targeted skills interventions to support a variety of workforce development services.

iCQ Awards

iCQ Awards is an Ofqual accredited awarding organisation, offering an extensive range of over 200 regulated vocational qualifications in healthcare, travel and tourism, education and more. We are dedicated to providing our customers, delivery partners, and learners with exceptional support through our expert teams and our innovative learner and data management system, iLearner.

Job summary

This apprenticeship opportunity is ideal for someone looking to develop their skills in customer service and business operations.

As a Customer Support Officer - Apprentice, you will be the first point of contact for all iCQ Awards central enquiries. This will include supporting potential new customers and responding to enquiries from existing customers, learners, iCQ staff and consultants, including providing support on the operation of our integrated iLearner system.

This is a busy and varied role, interacting with a wide variety of stakeholders to provide support and assistance. The postholder is expected to work as part of a team but will also be able to work independently (with appropriate support for new activity) and with initiative.

Key responsibilities

- Build and maintain effective relationships with existing and potential customers, acting as the first point of contact and proactively dealing with enquiries.
- Support customers, colleagues and associates in the use of iCQ's iLearner system.
- Assisting the Head of Partnerships and Growth in customer engagement activities such as initial engagement and onboarding new customers.
- Assisting in the production, management and dispatch of iCQ certificates – meeting regulatory requirements and service level agreements.
- Provide general support to the iCQ Awards Managing Director, Business Operations Co-Ordinator. Amongst other tasks, this could include meeting arrangements, updating materials, conducting research and producing reports as required.

Person specification

Criteria	Essential	Desirable
Education and qualifications		
GCSE in Maths and English or equivalent Grade 4	X	
Knowledge		
Knowledge of vocational qualifications		X
Experiences		
Experience of customer service		X
Experience of working with software management systems		X
Skills and abilities		
Strong interpersonal skills to build rapport and relationships with customers and colleagues	X	

Strong written and oral communication skills, with attention to detail and accuracy	X	
Ability to manage varied workload and prioritise - to achieve customer service standards	X	
Customer focused with experience of delivering to customer expectations	X	
Individual initiative and lateral thinking to deliver to customer needs	X	
Other		
A “can do” attitude and a flexible approach to working	X	

Job Description Completion

Name	Dennis Twomey
Job title	Managing Director
Department	iCQ Awards
Date	20th October 2026

All job descriptions are subject to review. All post holders are expected to be flexible and prepared to carry out any similar or related duties that do not fall within the work outlined. The line manager, in consultation with the post holder will undertake any review.

Safeguarding

The Workforce Development Trust Ltd are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all employees to share this commitment.

Equal Opportunities

The Workforce Development Trust Ltd are committed to eliminating unlawful discrimination and promoting equality of opportunity. Every employee has a personal responsibility to:

- Ensure their behaviour is not discriminatory.
- Does not cause offence.
- To challenge the inappropriate behaviours of others.
- Adhere to the Equal Opportunities policy.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act (1974), it is the duty of every employer to:

Take reasonable care of themselves and for others at work.

To co-operate with The Workforce Development Trust Ltd as far as is necessary to enable them to carry out their legal duty.

Not to intentionally or recklessly interfere with anything provided, including personal protective equipment for Health and Safety or welfare at work.

The Workforce Development Trust Ltd will take all reasonable practical steps to ensure your health, safety, and welfare whilst at work. If employed, you must familiarise yourself with the Health and Safety policy and Fire Safety rules. It will be your legal duty to take care of your own health as well as that of your colleagues.

Confidentiality

Within this role there will be a need to use or be party to confidential information. The employee may not disclose any information of a confidential nature relating to The Workforce Development Trust Ltd or in respect of which The Workforce Development Trust Ltd has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or required by law.

The unauthorised use or disclosure of personal information no matter whether in verbal, written, or electronic format, or through negligence, is regarded as misconduct. Employees are expected to act with integrity both inside and outside the workplace.

Data Protection

If you apply for a position with the Workforce Development Trust, we will use the information you provide to assist in the recruitment and selection process. Under GDPR, the general information that you supply about yourself is known as your personal data and information about any criminal convictions, ethnic origin, and health, amongst other things, is referred to as 'sensitive personal data'.

The Workforce Development Trust takes the security of your data seriously, and will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. The Workforce Development Trust will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and, where necessary, the Disclosure and Barring Service to obtain necessary criminal records checks. The Company has a legitimate interest in processing

personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the Workforce Development Trust to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job. The Workforce Development Trust may also need to process data from job applicants to respond to and defend against legal claims.

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is deemed necessary. We will hold details of all applicants until the post applied for is filled. After which, if the candidate is unsuccessful, all documents held will be confidentially disposed of, both electronically and physically. Data will not be held for any longer six months of receiving an application. At the end of that period, your data will be deleted or destroyed. If you wish for your data to be destroyed before this period, you may contact the HR department and request for your data to be deleted. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file and retained during your employment.

Other Employment

You may not without prior permission in writing of The Workforce Development Trust Ltd, be employed or otherwise engaged in any other business, trade, or profession, either directly or indirectly in any capacity whatsoever.

The Workforce Development Trust

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Skills for Justice

Skills for Health

SFJ Awards

People 1st International

iCQ Awards