

# Apprenticeship summary

## Weekly wage

Start your career at Vodafone and become a legend for our customers! We're looking for candidates to become a Customer Service Apprentice to join us in Wythenshawe and help our customers. Work, learn and earn with Vodafone and we'll give you the support and career development opportunities that you'd expect from one of the UK's best known brands.

Based within our Customer Operations area, our apprentices receive mentoring and training in Customer Services in addition to classroom training to achieve their Level 2 Apprenticeship (Customer Service Practitioner) – all within 12 months. You will then graduate into a Customer Service Adviser role with the same warm and friendly team.

Our workplace in Wythenshawe is a place where you can look forward to coming to work and are empowered to be at your best. It's sociable, inclusive and we treat you like an adult.

## What we will be looking for in you

We're looking for people who are excited about providing great customer service and want to pursue a career in this area. It's important that you are a great listener and communicator - as that's what excellent service is all about.

So our apprentices need to be enthusiastic and motivated in everything they do. You'll be a team player and have a real passion for making a difference, both in your development and within the business.

This role also requires someone who has a flexible attitude to working hours, as being a Customer Service Adviser requires you to work shifts so we are able to meet our customer demands. Our working patterns include week days and weekends and evenings, so you could be starting at 8am or finishing at 9pm.

You need to be 17 years or over on September 2018 and match the following requirements:

- A minimum of 5 GCSEs (Grade 4-9 / A-C) including maths and English, or an equivalent level qualification
- Have lived in the EU for 3 years or more and have the right to work
- Have not already gained a qualification at degree level or higher
- Have not already studied a similar level apprenticeship

Why Vodafone?

So how do we show our appreciation of you? The rewards extend beyond the competitive pay; you'll enjoy a package of benefits that includes a generous holiday allowance and discounts on your shopping as well as Vodafone products. It will be our ongoing mission to support your personal development – it's as important to retain our employees as it is our customers!