



Unit 1-5, Warwick Court,  
Ellough Industrial Estate,  
Beccles NR34 7FD

<http://www.npsecuritysolutions.co.uk/>

**Job Title:** Customer Support/Installation apprentice  
Level 2 Customer Service Practitioner

<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1>

### **Company Overview**

NP Security Solutions are industry leaders in Door Installations and Inspections. Our reputation is built on integrity, service and extremely high standards. We are a family-owned business, with ambition and most of all, drive to be the very best we can. As well as Construction Clients we serve private and Commercial Customers.

### **Role Overview**

The role is predominantly customer facing and involves customer interaction at time of installation in customers homes and business premises. The apprentice will learn all aspects of the bespoke installation of external door sets which are both heavy and have many components which you will be required to learn about. Customer Service is extremely important to us so and we view every person we interact with, whether in the office or on site as a potential Customer. Manners and a calm disposition are a must.

### **Job Description**

This is a fixed term position from the commencement of the apprenticeship until completion of the apprenticeship qualification which is expected to be in the region of 24 months in total.

The role is based on 40 hours a week, including 6 hours protected study time to complete the mandatory off the job training for the **Level 2 Customer Service Practitioner Apprenticeship**  
<https://www.instituteforapprenticeships.org/apprenticeship-standards/customer-service-practitioner-v1-1>

### **Key Duties**

- Coordination and movement of stock
- Answering office telephones
- Helping Customers with their enquiries, both on Construction sites and in the office
- Assisting the Quality Manager on site with Door Installations and Inspections
- General office Administration including filing and scanning
- Recording and signing off Delivery Notes in line with Company Procedures

### **Desired Skills**

- Knowledge of how to use Apple Mac
- Friendly, confident with a “can do” attitude
- Confident within a warehouse, office and construction environment
- Attention to detail
- Strong communication skills and the ability to build excellent relationships with all customers, team members and management
- Tenacity and positivity with a strong drive to succeed

### **Desired Personal Qualities**

- A team player with a positive attitude who is trustworthy, methodical and dependable.
- A self-motivated individual looking to increase their knowledge base and engage with all areas of the business.
- An individual who challenges themselves with every task set.

### **Qualification's**

- Ideally GCSE at Grade 4 or above in Maths and English
- Desirable ICT qualification and/or knowledge of Microsoft, Outlook

**Entry onto the apprenticeship is subject to a initial assessment to establish course suitability. Ideally applicants should have at least 4 GCSEs including English and Maths at grades 9- 4.**

### **Reward**

- **Salary** Minimum of £4.81 per hour National Apprenticeship Minimum wage
- **Holiday** 28-day holiday per year including Bank and Public Holidays

### **Benefits**

- Company Uniform
- Free Parking
- Seasonal Events
- Christmas Bonus
- Frequent Incentives

**To apply for this role, please register your interest by emailing your CV and accompanying letter to: [apprenticeships@suffolk.gov.uk](mailto:apprenticeships@suffolk.gov.uk)**