



# Apprentice Client Service Representative

## Norwich

### The Role

We are looking for a motivated and friendly Apprentice Client Service Representative to join our dynamic and ever-growing team in our Norwich office. The successful candidate will be an integral part of the Client Services team providing support to the business and our clients.

### Key Responsibilities

- Supporting and engaging with different parts of the organisation and interacting with internal or external customers either in person, on the telephone, in writing, or on digital platforms
- Using IT packages and systems including MS Office to write letters, emails, proposals, as well as record and analyse data
- Updating and reviewing databases, ensuring information is recorded accurately
- Taking inbound enquiries from new prospective clients, creating a quote / proposal of the services we offer
- Outbound to new prospective clients creating quotes / proposals of the services we offer
- Assist with drafting correspondence, writing reports, and inputting/reviewing work
- Maintain records and files, whilst handling confidential information in compliance with organisational procedures and data protection
- Maintaining positive relationships within team and across the organisation, promoting collaborating working

### Requirements

- Able to work as part of a team and independently
- Excellent communication skills and strong IT skills
- Able to record and manage documents
- Attention to detail and able to work to a high standard
- Able to make decisions
- Good at planning and well organised
- Reliable and self-motivated
- Adaptable and responsible
- Level 2 Functional Skills in English & Maths or GCSE Grade 4/C is preferable.



**Any questions?**

Email [careers@astonshaw.co.uk](mailto:careers@astonshaw.co.uk)



## Why Join Us?

We're a forward-looking employer with six offices across Norfolk, Cambridge and Suffolk. We're always looking to grow our business and making sure we have the right people on board is key to our success.

As an Association of Chartered Certified Accountants (ACCA) approved employer, our culture is progressive, proactive and client-focused. As a result, we can offer you a dynamic working environment with many opportunities to develop your skills, qualifications and achieve.

### Benefits

- Competitive Salaries
- Ongoing, Fully-funded Training
- ICAEW Approved Trainer
- Platinum ACCA Approved Employer
- AAT Accredited Employer
- Christmas Bonuses
- Pension Scheme
- Childcare Vouchers
- Regular Staff Parties
- Subsidised Lunches
- Monthly Staff Lottery
- Dress Down Fridays
- £100 Reward for Client & Employee Referrals
- Ongoing Charity Support
- Social and Sports Activities
- Modern, Open-plan Working Environments
- Equal Opportunities Employer

... And many, many more!

## Apply today

If you'd like to find out more, or if you think you're the right person for us, then please send a CV to [careers@astonshaw.co.uk](mailto:careers@astonshaw.co.uk) or apply via the form on our careers page on our website: [www.astonshaw.co.uk/careers](http://www.astonshaw.co.uk/careers).



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