



<https://www.avant.ac.uk/apprenticeships/customer-service-grimsby/>

## Customer Service Apprenticeship – Foresight (Grimsby)

### Description

Are you a young person looking to get your first rung on the career ladder? Highly organised and interested in starting a career in business and customer service? You will provide administrative support to Foresight's service delivery teams, you'll gain hands-on experience, and develop key technical and organisational skills

### What will the apprentice be doing?

Join Foresight as an apprentice and gain hands-on experience in a fast-paced, supportive workplace where no two days are the same. You'll develop valuable business and administration skills by working across different departments, helping to organise events, managing information and databases, supporting visitors and customers, and contributing to important projects that make a real difference. This role is a great opportunity to build confidence, learn how a professional organisation operates, and grow your communication, teamwork, and IT skills while being part of a friendly team that values inclusion, responsibility, and personal development.

The role includes but is not limited to:

- To provide administrative support to Foresight.
- To support with administrative tasks within various departments
- To take an active part in events organised by Foresight
- To be responsible for the completion of all health & safety registers
- To receive and assist visitors and deal with telephone enquiries

### What training will the apprentice take and what qualification will the apprentice get at the end?

- As part of the apprentice role you will complete the level 2 Customer Service qualification, you will learn the knowledge, skills and behaviours which will support you for your end-point assessment. You will take part in a combination of activities, such as face-to-face classroom-based sessions, remote learning sessions, work shadowing and online learning, to support your learning and development and compile a portfolio of evidence. At the end of the on-programme learning, you will be required to undertake an End-Point Assessment (EPA) to demonstrate you have met the occupational standard

### What is the expected career progression after this apprenticeship?

Excellent developmental and progression opportunities within the organisation for the right candidate with the potential to progress within the organisation and on to higher qualifications.

### Desired skills and personal qualities

- Communication skills
- IT skills
- Attention to detail

### Employer

Foresight

### Annual Wage

£ 15,392

### Working Week

Monday to Friday between the hours of 08.30-16.00

Total hours per week: 37 hours a week

### Expected Duration

16 Months

### Possible Start Date

June to August 2026

### Date posted

15 May 2026

### Apprenticeship Standard

Customer Service Practitioner Level 2

### Apprenticeship Location

60 Newmarket Street, DN32 7SF, Grimsby

### Apply:

Apply Now!

- Organisation skills
- Customer care skills
- Problem solving skills
- Presentation skills
- Administrative skills
- Number skills
- Analytical skills
- Logical
- Team working
- Creative
- Initiative
- Non judgemental
- Patience

### **Qualifications**

- GCSE English (Grade 4) essential
- GCSE Maths (Grade 4) essential

### **About the employer**

At Foresight, we are a dedicated organisation committed to meeting the needs and requirements of disabled individuals, their families, and carers in North and North East Lincolnshire. Our mission is to provide the way forward for the disabled community, empowering individuals to a new beginning, a brighter future, and a full and enjoyable life.

<https://www.foresight-nelincs.org.uk/>