

Commercial Apprentice Corby

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Date: 19-May-2022

Location: Corby, East Midlands, GB

Company: Tata Steel

Job Description

Job Title: Commercial Apprenticeship

Location: Corby

Salary: Year 1: £14,150, Year 2: £15,250

Length of Apprenticeship: 2 years

Closing date: Wednesday 15th June 2022

At Tata Steel we believe that our strength is not just in our steel, but the diversity of our workforce. Our people make the difference.

We pride ourselves on our world-class products, processes and people. We value individuality and believe that exposing people to genuine challenges on live projects fosters creativity and allows potential to be fulfilled.

Apply today and let's make the difference together.

[Click here to find out more](#)

The Role

The Customer Service Apprenticeship is for 2 years, where you will gain experience within the Customer Services function at Tata Steel Corby. This will include disciplines such as enquiry handling, order entry, order management, complaint handling and despatch related activities. Our expectation is that we provide a platform for our apprentices to learn and develop and achieve their full potential.

The apprentice will have a generic role designed to build their skills and knowledge with a view that at the end of the programme they will have developed sufficient capability to progress into a Customer Service role.

They will develop a wide range of skills and knowledge on the company products and processes, whilst also gaining an appreciation of commercial considerations and skills required to perform in our organisation. The apprentice will be involved with, but not exclusively:

- Supporting the Customer Service team with all aspects of administration regarding compliance.
- Collecting and analysing data in order to maximise customer satisfaction.
- Developing an in depth understanding of SAP, Tandem and other IT systems within the company.
- Working within the Customer Services to obtain a detailed understanding of key processes such as quotation management, order entry and order book management.
- Learning how to interrogate the IT systems in order to provide analysis and reporting to the business to support customer care.
- Understanding and applying guidelines from Tata policies such as Product Policy, credit, capacity, purchase orders and compliance customer requirements.
- Learning how to translate the customer requirements into Tata Steel systems.
- Checking and ensuring accuracy in customer orders.
- Become familiar with product quality requirements and how this impacts the ability to fulfil customer orders.
- Work closely with Account Managers to understand their role and support them with customer activities such as processing orders, changes, complaints and analysis.
- Learning how to identify critical service issues and how to resolve these.
- Become fully aware of the Tata Steel Health and Safety policy
- Learn how to apply pricing to a Customer's enquiry

The Apprenticeship

Customer Service apprentices will have the opportunity to study for a Customer Service Practitioner qualification (Level 2), Customer Service Specialist qualification (Level 3) or a Business Administration Advanced qualification (Level 3) depending on the pre-existing qualifications of the candidate, in conjunction with Bedford College, supported by Tresham College campus at Corby.

The Candidate

Candidates who have, or are expected to achieve, 5 GCSE or equivalent (including English, Maths and Science) at Grades A* - C or levels 4-9, can apply.

We also look for people with the qualities that align to our Tata values of Unity, Responsibility, Integrity, Understanding and Excellence.

We want people who:

- are enthusiastic and keen to learn
- have strong communication and listening skills
- can work in a team
- are reliable with good timekeeping skills
- can demonstrate leadership abilities

- work in an organised and logical manner
- are able to problem solve
- have good attention to detail
- can demonstrate numerical and literacy skills to KS2 level

In order to be considered for this position, you must be able to provide during the selection process evidence of the qualifications specified.

The Benefits

As well as a competitive starting salary, you will also be eligible for a wide variety of benefits including:

- Nationally recognised qualifications
- Employment opportunities and career progression
- Employee Assistance Programme
- Ongoing Tata Steel training, which has built a reputation as one of the best within the industry
- One of the UK's leading defined contribution pension schemes (10% employer contribution / 6% employee contribution)
- Discounted shopping with various local and national retailers and services including Vodafone, Nandos, Virgin Holidays, Jaguar Land Rover, ASOS.
- Free onsite parking at all of our sites
- Annual Bonus Scheme – subject to business performance

The Business

Tata Steel is one of the world's top 10 steel producers. The combined group has an annual aggregate crude steel capacity of more than 33 million tonnes with approximately 80,000 employees across four continents. We're part of the Tata Group, one of the largest, most diverse conglomerates in the world with businesses in the UK including Tata Steel, Jaguar Land Rover and Tetley Tea.

But it's not just our size that sets us apart. What makes us different is our approach to business. We believe our strength is how we build collaborative relationships that create new success for our customers.

Job Segment: Apprentice, ERP, SAP, Entry Level, Technology, Customer Service