

Kickstart Role Outline

Role Title:	Trainee Customer Liaison Assistant
Location:	Home working and office-based (Quattro House, Redgate Lane, Manchester M12 4RZ)
Days & Hours	TBC with applicant at interview – 25 hours
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>To provide efficient and flexible, customer-focused and administrative support to the Gas, Electrical and Specialist Servicing team.</p> <ul style="list-style-type: none"> • Maintain and monitor gas, electrical and specialist servicing appointments systems to ensure maximum levels of access. Liaise with tenants, staff, contractors and other agencies to ensure access to properties is secure and take all necessary action, including site visits where services have not taken place • Preparation of legal documentation and attendance at court for no access injunction hearing • Input gas, electrical and specialist servicing records into One Manchester systems and maintain manual and electronic filing systems • Develop, manage and maintain gas, electrical and specialist servicing IT systems and take appropriate action to ensure compliance with appropriate regulations • To operate and maintain any clerical administrative tasks operated within One Manchester maintenance systems
What's In It for You the candidate:	<p>This role will help develop office administration skills as well as your customer liaison experience within a specialist field.</p> <p>Full role-specific training will be provided, as well as a wider e-learning package to introduce you to the business policies and values.</p> <p>During your placement you will develop key transferable skills such as:</p> <ul style="list-style-type: none"> • Teamwork • Communication • Problem-solving • The use of office applications • Using your initiative • Customer service/interpersonal skills <p>During the course of the placement, you will be fully supported through the following ways:</p> <ul style="list-style-type: none"> • 1:1 check-ins with your manager to see how you are doing

	<ul style="list-style-type: none"> • 1:1 Pastoral support (fortnightly video/telephone calls to discuss any challenges/difficulties you may be experiencing or successes you have had during your placement) • Informal monthly group placement catch-ups with all kickstarts who have joined at the same time to learn and share from one another • Participate in a group social activity • Monthly insight bitesize sessions to learn more about the wider business • Attend group employability skills development workshops called Get Your Future Started • Support with creating and updating your CV to reflect your placement experience • Support with applying for jobs/apprenticeships • Support with interview prep • Access to interview clothing
Skills or Qualifications required	<p>You will need to be:</p> <ul style="list-style-type: none"> • A self-starter • Motivated to work independently • Be organised • Basic level of computer literacy, English and maths skills are required • Be able to offer good customer care
Pay	National Living Wage
How to Apply	<p>To be eligible you must be between 16 – 24 years old and claiming Universal Credit.</p> <p>To apply you must speak directly with your JCP work coach and ask to be referred to this opportunity.</p>