

Kickstart Role Outline

Role Title:	Trainee Customer Complaints Assistant
Location:	Working from home and office bade (Lovell House, Archway 6, Hulme, M15 5RN)
Days & Hours	TBC with the applicant at interview - 25 Hours
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>To support Business Excellence and Efficiency team (BEE) with the development and delivery of a quality assurance approach to customer complaints to continually improve the internal and external customer experience based on customer satisfaction feedback, intelligence, research and benchmarking.</p> <p>Responsibilities to include:</p> <p>Logging; chasing; monitoring; updating customers on their complaints Analysis; reporting; improvement activity around complaints Research – best practice etc.; UKCSI stats / information Possibility to get involved in other BEE teamwork streams</p>
What's In It for You:	<p>During the 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 own initiative • Working independently • Customer service/interpersonal skills • Dealing with difficult customers <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 • 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 • Access to Open Award Level 1 qualification – specific to your placement role

	<ul style="list-style-type: none"> • 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>Key skills required:</p> <ul style="list-style-type: none"> • Basic Microsoft Office • Good command of English – written / verbal – GCSE English (A-C) and maths (A-C) • Good telephone manner <p>Things you will learn during this placement:</p> <ul style="list-style-type: none"> • Effective communicator and a team player • Strong character and self-motivated to deliver excellence • Able to manage own workload and effectively coordinate many conflicting priorities • Able to develop and maintain excellent customer (internal and external) relationships
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>