

## Kickstart Role Outline

<b>Role Title:</b>	Trainee Customer Experience Assistant
<b>Location:</b>	<b>Home working &amp; office (Lovell House, Archway 6, Hulme M15 5RN)</b>
<b>Days &amp; Hours</b>	TBC with applicant at interview – 25 hours
<b>Duration:</b>	6 Months
<b>Requirements:</b>  <i>Include an introduction to the work &amp; example of tasks and duties</i>	<p>A varied role supporting the Customer Services team in providing a brilliant customer experience to our customers every time.</p> <p>Duties include:</p> <ul style="list-style-type: none"> <li>• Dealing with a range of digital contacts from customers</li> <li>• Supporting the Customer Services Management team in scheduling and co-ordinating resources</li> <li>• Unblocking customer and colleague issues</li> <li>• Collation of management information and colleague insight</li> </ul>
<b>What's In It for You the candidate:</b>	<p>An opportunity to work within a vibrant and dynamic team and gain experience in a broad range of housing-related functions and services (a great first step into the housing sector).</p> <p>During the placement you will develop key transferable skills such as:</p> <ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Communication</li> <li>• Problem-solving</li> <li>• The use of office applications</li> <li>• Using your own initiative</li> <li>• Working independently</li> <li>• Customer service/interpersonal skills</li> </ul> <p>During the course of the placement, you will be fully supported through the following ways:</p> <ul style="list-style-type: none"> <li>• 1:1 check-ins with your manager to see how you are doing</li> <li>• 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)</li> <li>• Informal monthly group placement catch-ups with all kickstarts who have joined at the same time to learn and share from one another</li> <li>• Participate in a group social activity</li> </ul>

	<ul style="list-style-type: none"> <li>• Monthly insight bitesize sessions to learn more about the wider business</li> <li>• Attend group employability skills development workshops called Get Your Future Started</li> <li>• Support with creating and updating your CV to reflect your placement experience</li> <li>• Support with applying for jobs/apprenticeships</li> <li>• Support with interview prep</li> <li>• Access to interview clothing</li> </ul>
<b>Skills or Qualifications required</b>	<p>As the role will be primarily be home based, you will need to be:</p> <ul style="list-style-type: none"> <li>• A self-starter</li> <li>• Motivated to work independently</li> <li>• Ability to plan and prioritise</li> <li>• A desire to learn and provide a brilliant customer experience</li> <li>• Good IT skills</li> <li>• Some experience of working with customers would be beneficial</li> </ul>
<b>Pay</b>	National Living Wage
<b>How to Apply</b>	<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>