

Kickstart Role Outline

Role Title:	Trainee Tenant Support Assistant
Location:	Quattro House, Redgate Lane, M12 4RZ but working out in the OM community
Days & Hours	25 hours per week Monday to Friday – working pattern to be agreed
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>One Manchester work hard to support their most vulnerable customers and this role is at the very heart of this.</p> <p>The role will provide support to the Customer in Need Coordinator carrying out routine outbound calls to One Manchester tenants. You will also be going out in the community visiting customers who may need additional support from One Manchester.</p> <p>The focus will include delivering a quality service to understand their needs and helping them to make a house a home. This will involve liaising with internal departments and external services to continually improve the customer experience.</p> <p>Responsibilities to include:</p> <ul style="list-style-type: none"> • Contacting tenants and updating them on the outcome of additional support applications. • Arranging additional support for tenants on an individual basis, this could include arranging for a bed to be delivered, arranging emergency gas and electric or getting support with overgrown gardens depending on the need of the tenant. • Supporting line manager to train other One Manchester staff on customer in need calls when confident. • Following best practice and arranging additional resources such as supporting a tenant find electrical goods or finding support from an external organisation to ensure tenant is living in a safe, clean and warm property. • Liaising with other departments to ensure best result for tenant. <p>Full training will be provided.</p> <p>We welcome applicants who have a passion for helping people in times of need.</p>
What's In It for You the candidate:	<p>The candidate will get valuable insight and work experience from across the whole of One Manchester.</p> <p>During your placement you will develop key transferable skills such as:</p>

	<ul style="list-style-type: none"> • Teamwork • Time management, maintaining deadlines as a team • Problem-solving • Communication skills • Wider understanding of the needs of customer and the communities they live. <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 • 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>No formal qualifications required.</p> <p>The candidate must be willing to undertake manual works and work with customers in our communities and have a passion to help people.</p> <p>Be available to start work at 9am.</p>
Pay	<p>National Living Wage</p>
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>