

Kickstart Role Outline

Role Title:	Trainee Customer Voice Assistant
Location:	Home Working and office-based (Lovell House)
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 Customer Voice team.</p> <ul style="list-style-type: none"> • Contacting customers and residents to arrange meetings both virtual and in person. • Offering support to customers to access online meetings and ensuring that customers are able to engage fully in meetings. • Administration of customer groups, checking availability of customers and One Manchester teams. • Contacting customers to follow up on expressions of interest from customers who wish to join the customer groups. • Working with other teams across one Manchester to assist with customer engagement activity.
What's In It for You the candidate:	<p>This role will help develop customer service skills, office administration skills and customer engagement experience.</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 • Working on own initiative <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

	<p>your placement)</p> <ul style="list-style-type: none"> • 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 • Confident in meeting and speaking to a wide range of customers
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>