

Kickstart Role Outline

Role Title:	Trainee Income Administrator
Location:	Home working
Days & Hours	Mon – Thurs - 25hrs
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>This is an exciting opportunity to work within an exciting and forward-thinking organisation.</p> <p>The work of the Income team provides the foundation for all of the other services within the business, and this role provides an opportunity to interact and liaise with internal departments and external partner agencies. You will also expand customer service skills and learn the process of income recovery and providing support to our customers.</p> <p>Support duties to the main Income team so they can focus on income recovery and casework. Duties will include:</p> <ul style="list-style-type: none"> • Universal Credit - Online Portal Rent Verifications – Confirming correct customer rent charges to Universal Credit using the online Landlord Portal, to ensure they pay the right amount of rent to us and prevent customer accounts going into debt. • Housing Benefit Administration – Identifying and alerting customers when their housing benefit has been affected and giving guidance on what to do next. • Income team email inboxes – managing and organising and responding to all emails that come into the Income team, from customers, external agencies and internal colleagues. • Rent Account Adjustments, Customer Refunds and Account Balance Transfers – Carrying out necessary administration and maintenance of customer rent accounts, to ensure that the balances are in order, and all payments have been allocated properly in and in a timely manner.
What's In It for You the candidate:	<p>This role will help develop your analytical and IT skills, and also focus on attention to detail and organisation to ensure that the functions of the team run smoothly.</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

	<ul style="list-style-type: none"> • Using your initiative • Customer service/interpersonal skills • Analytical 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 • 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>As the role will be primarily be home based, 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
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>