



CLARION
HOUSING GROUP

KICKSTART ROLE

Customer Contact Assistants (MD)

Location: Birmingham, B3 3LP (Homeworking)

Closing date: June

Placement summary:

Support the Clarion Futures Internal Triage service to process internal referrals. To support the Clarion Futures Jobs & Training service to manage training and recruitment enquiries and manage the post referral process. Support Clarion Futures to make to contact residents and Clarion Futures customers.

Essential skills, experience and qualifications:

Time management, basic IT skills, communication and customer service skills

In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.

Please contact your Work Coach via your Universal Credit Journal, stating:

- *The full name of the Employer – Clarion Housing Group*
- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

Your Work Coach will then contact you to confirm whether you fulfil the suitability & eligibility criteria, and discuss next steps.