

## **KICKSTART ROLE**

### **Kickstart Customer Accounts Assistant (TPTC)**

**Location:** Croydon, CR0 2RD

**Closing date:** June

#### **Placement summary:**

To work within the Clarion Customer Accounts teams supporting the collection of rental payments, arrears reduction and to provide support and signposting for residents. The role will provide support to the Regional Customer Accounts team and will have a high focus upon customer engagement, account processing and communicating with customers through a multitude of channels.

#### **Essential skills, experience and qualifications:**

- Good level of Numeracy and confidence in working with figures.
- Knowledge of rent & service charge arrears collection and providing related legal framework advice.
- Keyboard skills and ability to use Microsoft Office applications
- Ability to communicate both oral and written
- Ability to support call handling of customer enquiries.

***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 and eligibility criteria, and discuss next steps.***