



CLARION
HOUSING GROUP

KICKSTART ROLE

Kickstart Customer Support Assistant (ML)

Location: Norwich, NR7 0WF

Closing date: June

Placement summary:

This role will support the delivery of a multitude of the Housing Associations process areas. The Customer Support team are responsible for coordinating and over 40 process areas in the provision of service to 125,000 customer. This is a customer facing role which requires organisation and strong Customer Service Skills.

Essential skills, experience and qualifications:

Keyboard Skills and the ability to use Microsoft Applications, ability to communicate orally and written, ability to support call handling and 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 & eligibility criteria, and discuss next steps.