



**CLARION**  
HOUSING GROUP

## **KICKSTART ROLE**

### **Lone Worker Administration Assistant (KAL)**

**Location:** Croydon, CR0 2AJ

**Closing date:** June

#### **Placement summary:**

Lone Working remains one of the greatest risk to Clarion employees due to the increased risk of violence or aggression, accident or the lack of ability to summon assistance. Over 1200 staff are issued with a Lone Worker Device (LWD) to enable them to discreetly summon help at the touch of a button if required.

This role will assist with completing a review of all existing LWD users ensuring their details are up to date, they understand the importance of using their device and their overall usage meets minimum targets. This will involve liaison with a variety of device users across the business as well as line managers and utilising an external customer portal.

The candidate will gain valuable experience of communicating via telephone and email, utilising an external customer portal as well as general Excel skills. The role will also provide an understanding of the importance of managing H&S risks, including the process of risk assessment, and how this is practically applied – with consideration given to the serious potential consequences if the process, system or understanding of users fail to meet minimum requirements.

In addition to completing internal training candidates will also complete IOSH Managing Safely, an accredited and recognised H&S qualification covering general H&S legislation, principles of risk assessment and how key H&S risks are managed (completed online)

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**Essential skills, experience and qualifications:**

A competent IT user with a basic understanding of Microsoft Excel and Outlook; able to learn and implement knowledge and skills quickly (with remote support); the ability to review potentially complex written material to evaluate whether minimum requirements have been met; attention to detail with regards to data entry and record keeping.

***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.***