

KICKSTART ROLE

Customer Contact Assistants (MD)

Location: Home-based and Office - Lombard House, Great Charles Street, Birmingham, B3 3LP

Closing date: October

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
- Good Communication
- 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.