

## **KICKSTART ROLE**

### **Kickstart Guidance support (LS)**

**Location:** Penge (Hawthorn Centre) SE20 8LB

**Closing date:** December

#### **Placement summary:**

Supporting a national team delivering Money Guidance to residents of Clarion Housing Group, you will have responsibility for supporting residents to prepare for the service and collect feedback afterwards.

You will also support the team leaders in ensuring monitoring information is recorded accurately and our audit standards are met.

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

- Excellent customer service and team member.
- Experience in contact centre or similar with friendly telephone manner and confidence speaking with residents who may be in vulnerable situations.
- Familiar with Microsoft Word, Excel and Outlook and accuracy in database input.
- Able to work remotely and organise daily tasks.

***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.***