

Participants Role Outline

Role Title:	Trainee Place Delivery Assistant
Location:	Working from home and Lovell House / Quattro House and on site
Days & Hours	25 hours per week
Duration:	6 Months
Requirements: <i>Include an introduction to the work & example of tasks and duties</i>	<p>This role will provide general support to the Place Delivery team in day-to-day delivery of tenancy and neighbourhood management.</p> <p>Duties may include:</p> <ul style="list-style-type: none"> • Assisting with customer and their representatives' queries • Assisting with financial invoices and processing and querying of these • Carrying out inspection and visiting customers in their homes • Preparation and processing of referrals, email and other documents • Attending internal and external meetings • Learning about tenancy and neighbourhood management
What's In It for You the candidate:	<p>During your placement you will develop key transferable skills such as:</p> <ul style="list-style-type: none"> • Teamwork • Time management - maintaining deadlines as a team • Problem-solving • Communication skills • Wider understanding of the needs of customer and the communities they live <p>You will gain valuable experience in:</p> <ul style="list-style-type: none"> • understanding how tenancy and neighbourhood management works • working in a busy, friendly, varied, interesting and supportive team • IT skills • customer service skills • financial processing skills • skills and knowledge of professional work environment • gaining an understanding of community and environmental work • what 'Place Approach' means in neighbourhood management <p>During the course of the placement, you will be fully supported through the following ways:</p>

	<ul style="list-style-type: none"> • 1:1 check-ins with your manager to see how you are doing • 1:1 pastoral support (fortnightly video/telephone calls to discuss any challenges/difficulties you may be experiencing or successes you have had during your placement) • Informal monthly group placement catch-ups with all kickstarts who have joined at the same time to learn and share from one another • Participate in a group social activity • Monthly insight bitesize sessions to learn more about the wider business • Attend group employability skills development workshops called Get Your Future Started • Support with creating and updating your CV to reflect your placement experience • Support with applying for jobs/apprenticeships • Support with interview prep • Access to interview clothing
Skills or Qualifications required	<ul style="list-style-type: none"> • A self-starter • IT skills • Have a willingness to learn • Motivated to work independently • Organised to plan and deliver work on time • Good communication skills <p>The candidate must be willing to undertake manual works and work with customers in our communities and have a passion to help people.</p> <p>Be available to work hours between 9 am and 4 pm.</p>
Pay	National Living Wage
How to Apply	<p>To be eligible you must be between 16 – 24 years old and claiming Universal Credit.</p> <p>To apply you must speak directly with your JCP work coach and ask to be referred to this opportunity.</p>