

Customer Service Assistant



6 month Kick Start Paid Work Placement (25 hours a week)

What is Kick Start?

Kick Start is a government scheme linked to the job centre, open to young people 18 – 24 living in Bury and claiming universal credit. It's a 6 month paid work placement providing work experience & employability skills.

Responsibilities

- Input, cleanse and analyse data on a number of different IT systems, including an in-house housing management and repairs system, Microsoft Office products, and databases.
- Perform administrative duties including enhanced vulnerability checks, arranging appointments and completing Covid-19 risk assessments over the phone.
- Working alongside the planners to ensure a comprehensive, efficient, effective service is provided to customers.
- Engage with customers in a polite, friendly and efficient manner being sensitive to the needs of different customer groups.

How to apply

Please send CV's to
n.exton@sixtownhousing.org

Job Details

- Customer Service Support Assistant
- for 6 Town Housing in the Repairs and Maintenance Department
- 25 Hours per week
- Salary paid at National Living Wage for age

What we want

We are seeking a Customer Support Assistant to work within our Planning team to support the work of our Repairs and Capital teams. You will work alongside our staff and gain valuable administrative and customer experience, providing a high quality service to all Six Town Housing customers.

Type of person we're looking for

- Ability to work independently and use own initiative to problem solve
- Confident telephone manner
- Proactive
- Ability to work as part of the wider team
- Flexibility with supporting the needs of the business

Waste and Recycling Assistant



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What is Kick Start?

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Job Details

- Waste and Recycling Assistant
- for 6 Town Housing in the Repairs and Maintenance Department
- 25 Hours per week
- Salary paid at National Living Wage for age

Responsibilities

- To ensure that materials are separated into the correct bins and to be disposed of responsibly
- Working with and encouraging staff to recycle waste correctly
- Break down waste that staff have removed from customer sites into the correct recycling bins
- To ensure that the site is kept clear and is safe for staff
- Be the point of contact with our waste disposal contractor

What we want

We are seeking a Trainee Waste and Recycling Assistant who is passionate about the environment and wants to make a real difference. You will work with Six Town Housing staff and our waste disposal contractor in helping and encouraging the recycling of all building waste generated by Six Town Housing.

Type of person we're looking for

- An interest in recycling
- Ability to work unsupervised using own initiative
- Helpful, reliable and team player
- Conscientious and lead by example

How to apply

Please send CV's to
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Trainee Data Quality Assistant



6 month Kick Start Paid Work Placement (25 hours a week)

What is Kick Start?

Kick Start is a government scheme linked to the job centre, open to young people 18 – 24 living in Bury and claiming universal credit. It's a 6 month paid work placement providing work experience & employability skills.

Responsibilities

- Input information into various data systems (performance and housing related)
- Check data in various formats to produce quality performance information.
- Assist with solving problems
- Complete electronic data filing
- Enhance data using a variety of internal and external information
- Working with the team to ensure the timely production of performance information – in line with internal and external deadlines
- Support colleagues by completing additional or crossover tasks within your skill set agreed with your Co-ordinator.

How to apply

Please send CV's to
n.exton@sixtownhousing.org

Job Details

- Trainee Data Quality Assistant
- for 6 Town Housing in the Business Improvement & Customer Focus Dept.
- 25 Hours per week
- Salary paid at National Living Wage for age

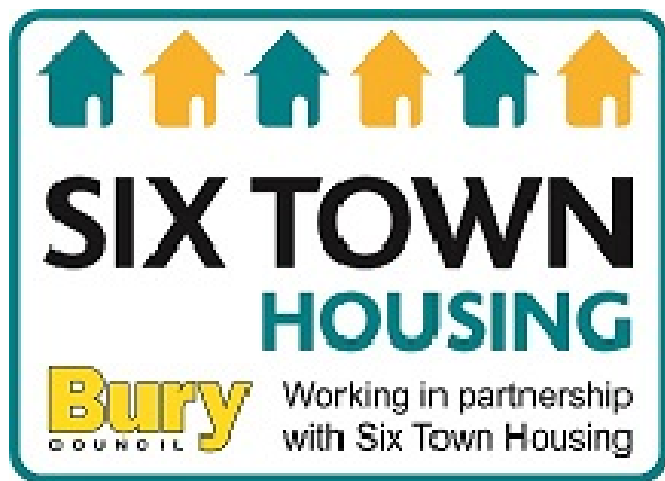
What we want

We are seeking a Trainee Data Quality Assistant who is passionate about making sure the information stored in our systems is accurate, therefore you will need a keen attention to detail & like working on a computer. You will work alongside our experienced Business Data Analysts who will help guide you in your role & teach you about the systems we have in place. You will build strong data quality & administrative skills – by helping with data entry, simple analysis and quality checking. It will also help you improve your IT skills as you will be using Microsoft Office (Excel, Word & Outlook) & our housing management systems.

Type of person we're looking for

- Enthusiastic about providing a great service to our customers
- Willing to work as part of team & enjoy interacting with people
- Likes to come up with ideas to do things better & solve problems
- Happy to get on with tasks & ask for help where needed
- Able to organise information & keep records up to date
- Likes things to be accurate and correct
- Happy dealing with a number of tasks to complete
- Likes working on computer systems

Community Support Worker



6 month Kick Start Paid Work Placement (25 hours a week)

What is Kick Start?

Kick Start is a government scheme linked to the job centre, open to young people 18 – 24 living in Bury and claiming universal credit. It's a 6 month paid work placement providing work experience & employability skills.

Responsibilities

- Networking within the community, building relationships with tenants and residents who may be interested in becoming volunteers or wanting to access Employment/Training opportunities via Steps to Success.
- Developing partnerships with other organisations across Bury.
- Identifying new and innovative ways of support which will encourage positive impact in our communities and the services we deliver.
- Competence in IT skills, e.g. using Zoom/Teams, Outlook for managing calendar appointments.
- Assisting potential volunteers through the DBS process.
- Some Knowledge of Safeguarding and the ability to support volunteers if they have to forward concerns or deal with disclosures.
- Giving appropriate pastoral support to volunteers so that they feel confident and comfortable. This will be both face to face and remotely as appropriate.
- Supporting colleagues by completing additional or crossover tasks within your skill set agreed with your Co-ordinator.

How to apply

Please send CV's to
n.exton@sixtownhousing.org

Job Details

- Community Support Worker
- for 6 Town Housing in the Neighbourhoods Department
- 25 Hours per week
- Salary paid at National Living Wage for age

What we want

We are seeking a Trainee Community Support Worker who is passionate about the Community & Voluntary Sector. You will work alongside our experienced staff & gain valuable experience in delivering services directly to the people & communities they support, building strong relationships with tenants & residents to help recruit new volunteers to Community Groups & Centres. You will help with recruiting, training, & supporting the volunteers & maintaining good working relationships with those individuals & groups. An enhanced DBS check will be required

Type of person we're looking for

- Ability to work as part of a team, display initiative and bring creative solutions to sometimes challenging situations.
- Ability to produce written communication and to utilise social media effectively.
- Competent at managing a range of administrative tasks surrounding the Steps to Success programme and keeping the internal database updated.
- Flexibility in being able to work some evenings and weekends.