



Job title: Customer Service Assistant
Location: London
Responsible to: Head of Strategic Employer Consultant
Salary: National Minimum Wage
Contract: 6 months - Kickstart Scheme

Please note, this is a Kickstart Scheme role. To apply you must be aged 16-24 and claiming Universal Credit.

Why us?

Speakers for Schools are a dynamic, swift-moving and fast-growing charity. We are on a mission to support a million young people across the UK annually by 2023. Having taken the first steps on the road to achieving this, our team has doubled in size in the past year. This has supported 278% growth in our Experience programme and 10% growth in our Inspiration programme during the past 12 months.

We want to level the playing field, making sure that all young people can access inspirational opportunities and experiences to fuel their ambition.

We are united and unique in our mission to transform lives through raising aspirations of millions of young people every year. Each year, 1,500 senior leaders, celebrities and industry experts deliver a difference to by sharing their story with students in schools and colleges in every corner of the UK. We connect employers such as Disney, The Bank of England, Spotify PwC and almost two hundred others to communities to provide access to the top opportunities for all across the UK. With us, you will be part of inspiring a generation to reach higher, broaden horizons and get equal access to the top.

To keep growing our charity and our impact, we need top talent and we are committed to treasuring, developing and supporting them to thrive within their roles.

The role

The Customer Service Assistant will support our Customer team on Customer delivery and administration across the Customer Team.

Key Duties:

- Support our Customer Team to deliver a range of services for key customers.
- Working on key programmes to help deliver high quality experiences for young people.
- Support our Regional Managers with stakeholders ensuring an exceptional experience.
- Carrying out team administration to ensure accurate records are produced and document are stored appropriately.
- Work alongside our delivery team to help organise work experiences.
- Using internal software, such as Salesforce, to ensure effective reporting.

Key skills and requirements:

- A confident high energy communicator with a positive and engaging character, to ensure employers and young people are as excited to work with you as you are with them.
- Good attention to detail and a completer-finisher mentality.
- GCSE Maths and English at least C/4.
- Excellent digital skills, and ability to quickly work with Salesforce, Office and Google Classrooms.
- Analytical skills – and a love of data and spreadsheets
- A positive attitude and willing to learn
- Experience working in or around careers and employability (including lived experiences) would be an advantage
- Any experience of working with Microsoft Office, Salesforce and Google Classrooms is an advantage

Kickstart Application requirements

- Age between 16-24
- Currently on Universal Credit

We are looking forward to holding video interviews through April/May 2021 and appointing our Marketing Administrator swiftly so we can start delivering a difference in April and beyond. You must have the right to work in the UK without visa restriction to be considered.

Diversity at our core

At Speakers for Schools, we are committed to encouraging equality and diversity among our workforce, and eliminating discrimination. Our aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best. We welcome applications from all, including those where employment has been affected by Covid19 and those seeking to change careers. Diversity is at our core, join us.

How to apply:

Please contact your Universal Credit coach and asked them to refer you for this post. Once referred, please apply by submitting your CV and a one page covering letter which outlines your specific interest and ability to successfully fill this role.

Appointees are subject to a successful DBS check, as contact with young people is likely.

Please note, if you do not provide a covering letter your application will not be considered.

The Journey to joining Speakers for Schools:

Interviews will be scheduled as applications are received, before the closing date, and will take place over Microsoft Teams. We may appoint before this date depending on applications.

Our new team member will start ASAP.

