

## **Customer Experience Team Assistant**

We're delighted to be taking part in the Kickstart Programme. Kickstart is a Government lead programme launched in response to the impact of Covid-19. Kickstart placements offer great work experience and could be the pathway to an exciting new career!

Sovereign are a leading housing association, striving to provide quality, affordable homes in happy, successful places.

### **The role**

This role will sit within our Customer Experience Team and is key in helping to co-ordinate the delivery of the new Customer Strategy.

A typical day would look like:

- Day to day dairy management
- Scheduling team meetings
- Organise team communications
- Organise team meeting rhythm
- Provide admin support for the team

You will need the ability to multitask, complete administrative tasks and meet deadlines. The role will require you to be able to build good rapport with internal and external stakeholders and work as part of a multi service team.

Full training will be given, so don't worry if you've never carried out these tasks before. You'll have support from your line manager and mentor

### **What we'd like you to bring to the role**

- Good attention to detail, taking pride in the work that you do
- Excellent customer service, always putting the customers' needs first
- Engaged and a willingness to learn and do better
- Proactive and happy to help as part of a wider team

### **What you can expect from us**

- A dedicated line manager who will be on hand to guide you through your role, providing training, clarity on what is expected and help you improve where needed
- A mentor to provide additional support, answer any questions and encourage you
- Regular updates and check-ins until you have settled into the role, and as often as required thereafter
- Clear role expectations and process maps for key tasks to support your training

### **What you'll get in return**

- Salaried role
- Paid holiday

- Access to our Rewards System for discounted shopping and many other exciting offers
- Company contribution towards your Pension
- Access to 'Book Boon', a fantastic online library of resources to support your personal development
- myGym and myActive discounts, save money on gym membership, sportswear and much more
- Access to 'Wellbeing hub' to support all aspects of wellbeing in your life
- Employee Assistance Programme (EAP), support available to all employees in counselling, legal and financial information, health and wellbeing and care

Please note, this role may be home based to begin with, but equipment (including a laptop) will be provided and your manager will be in touch regularly.

It's a fantastic time to join us at Sovereign. Having just been awarded a Gold accreditation in Investors for People, we're sure you'll find us a very welcoming and inspiring organisation to work for. Come and be part of our exciting journey ahead.