Contact Centre Apprenticeship – Level 2

**Hours of work** – Core business hours between 9am and 5pm

**Hourly Rate** – £4.15

**Holidays** – 23 days’ paid holiday per year as well as bank holidays.

Your Homes Newcastle (YHN) manages homes on behalf of Newcastle City Council (NCC). As well as looking after properties, we also provide a range of services that support our customers both young and old. To find out more about what we do, visit @newsfromYHN or www.yhn.org.uk.

**Eligibility**
As part of the recruitment process, priority will be given to applicants who live in a YHN home.

If you have already been employed by YHN as an apprentice or trainee unfortunately you will not be eligible to apply for this programme.

**About the role**
You will be working within our Enquiry Centre, the central hub for a lot of the services that YHN delivers, making this a great opportunity to find out about the organisation and learn about the work that we do. The role will involve receiving calls from YHN tenants on a variety of different subjects, from help to organise a repair to assisting vulnerable or elderly tenants. You will be part of a big team and lots of training will be provided.

You will learn how to use lots of different systems to help you carry out your day-to-day role, which will include:

- Assisting the team to provide call handling support and services to YHN tenants
- Receiving, recording and processing customer enquiries by dealing with inbound and outbound calls
- Recording accurate information on calls taken.
- Carrying out other tasks as appropriate
- Participating in the apprenticeship training and achieve all qualifications including all in-house and mandatory training

**About the person**
We are not looking for someone with lots of experience, however this is a telephone-based role and will require someone with the confidence to speak to a wide range of people.

We will be looking for someone who can demonstrate the following skills and behaviours:

- A self-starter who is motivated to succeed both in the workplace and in passing the associated qualifications
- Ability to set and maintain excellent levels of timekeeping and attendance
• Excellent level of Customer Service (polite, friendly, helpful)
• Able to remain calm and make decisions in a challenging environment
• Able to maintain and understand confidentiality and deal with sensitive issues
• Able to follow instructions
• Able to maintain a healthy, safe and secure environment and to act in accordance with Company's policies and procedures
• Able to work in a professional manner in an office environment in accordance with YHN's core values