



Department
for Work &
Pensions

KICKSTART SCHEME

Client Operations Kickstarter

Job summary:

To provide excellent administration support in a timely manner for our Client Operations Team. Our Client Operations Team plays a key part in creating and maintaining relationships with our customers and clients. They ensure that our field teams understand the needs of our customers and clients and are able to support our field teams to deliver these expectations.

- Supporting in the creation of electronic surveys for our field colleagues to complete after each finished job so that we have accurate data to share with our customers and clients on how we met their expectations
- Supporting in the review of the quality of electronic surveys completed by our field colleagues and communicating the results of your reviews
- Communicating to our field colleagues through different mediums to keep them up to date on company news
- Liaising with our field colleagues to support them in completing each job to the highest standards
- Listening to feedback and then supporting in relentlessly improve the Client Operations Team
- Taking the opportunity to develop and supporting others
- Providing excellent customer service to all

Essential skills:

Able to use Microsoft office packages
Interested in client and colleague facing processes
Excellent communication skills and interpersonal skills
Flexible and adaptable manner with plenty of initiative
Able to manage own time and prioritise workload

Work Details:

Monday - Friday 9am - 2.30pm, with a blend between office (Fenton, Stoke on Trent) and home working.