

Client Contact Administrator



Full Time and Part Time posts

Location: Plymouth (PL4)

Salary: £22,390 (FTE)

Would you like to work within a dynamic office based team undertaking key follow up activities with young people, parents and partners. The role will include caseload support by telephone, follow up and monitoring of outcomes as well as being first line support to incoming calls to CSW.

The role will include the need to make an initial assessment of need and to liaise closely with colleagues within CSW to ensure a seamless level of support for young people. You will need to be comfortable with a lot of telephone work, be able to show an aptitude for communicating with a wide range of people through a variety of channels and have a solution focused approach. Possessing excellent ICT skills, you should be meticulous in recording data.

We offer a great package that includes:

- 25 days annual leave (pro rata) plus bank holidays
- 3 additional company 'thanks holidays' (normally around Christmas time)
- Paid birthday leave
- Company Healthcare scheme
- Generous company contributed pension scheme
- Cycle to work scheme
- A paid annual charity/volunteering day

The usual full time working hours are within a range between 10.00 a.m. and 7.00 p.m. (with a maximum working day of 7.4 hours) Monday to Friday. You would however need to be prepared to work with the team on some occasional Saturdays across the year (on shorter shifts).

CSW Group are the largest single provider of information, advice and guidance services across the South West region and operate a range of contracts supporting young people to make successful transitions at key points of their lives. This work includes careers guidance services in schools and the community, supporting young people with a range of individual needs including SEND, mental health and those involved in the Youth Justice system, as well as working with those not in education or employment (NEETs) to re-engage them in positive outcomes.

If you would like to apply, please send your CV alongside an expression of interest detailing how you meet the essential and desirable requirements of the post to 'recruitment@cswwgroup.co.uk', this will be used in place of a full application pack.

Full application packs can be requested if preferred by email to HR@cswwgroup.co.uk or recruitment@cswwgroup.co.uk Details will be made available in alternative formats upon request.

Vacancy reference: 2013

Closing date: Tuesday 15th August (5.00 p.m)

Interview date: TBC

Through its work CSW Group actively safeguard and promote the welfare of young people and vulnerable adults and all employees and volunteers and others working on behalf of the company are required to share this commitment. Successful individuals will be required to undergo full vetting checks including an enhanced disclosure by the Disclosure and Barring Service.

We are an equal opportunities employer and positively encourage applications from suitably qualified candidates regardless of gender, race, age, disability, sexual orientation, religion or belief.