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Job Title:	Clerical Assistant (Fixed Term)	Ref No:	Cle25700												
Salary:	£12.00ph	Location:	Glasgow												
Hours:	Full Time - 35hrs per week	Contract Duration	Up to 26 weeks												
Overview:															
<p>Jobs & Business Glasgow (JBG) are excited to announce a Transitional Employment Programme that will create a fixed term employment opportunity up until 26 weeks. The opportunity is open to Glasgow residents, actively looking for work and registered with JBG.</p> <p>Jobs & Business Glasgow is responsible for promoting a full range of services to clients and business support across Glasgow. We're looking for the right candidate who can provide customers with an excellent first-point-of-contact service, ensuring customer satisfaction and assist the Property Services and Housing Management Services sections with administrative support.</p> <p>The post will be based in - Yorkhill Housing Association, 1271 Argyle Street, Glasgow, G3 8TH.</p> <p>Hours of Work: Monday to Thursday 9am to 5.00pm – Monday to Friday 9am to 4.00pm</p> <p>The ideal candidate will have proven admin support experience, be proficient in MS Office (excel, word and outlook), have strong organisational and communication skills and be customer focused. Also having the ability to plan and prioritise your workload and have an awareness of equality issues and commitment to meet the associations policy and codes of practice.</p> <p>Key responsibilities and duties will include the following: -</p> <ul style="list-style-type: none">• Customer Service – Provide excellent customer service through telephone, email, and face-to-face enquiries maintaining a consistent and friendly approach. Provide initial information to customers or pass enquiries to an appropriate staff member if required. Provide customer assistance with enquiries such as logging repair requests, taking cash and electronic payments, making appointments, Ensure the main reception area, interview rooms, and notice boards are clean, tidy, and provide up-to-date information.• Administrative Support – Provide Administration support to all departments and staff as required with typing photocopying, printing and scanning of documents. Assist with customer surveys with production and response collation. Assist with the input of new housing application forms and the scanning and digitisation of supporting documentation. Support the Property Services Team by liaising with contractors, management of job lines, and customer bookings.• General - Undertake any training or qualifications as required. Ensure the confidentiality of all information which he/she comes into contact within the course of his/her employment. Be courteous and professional to all recipients of the associations service. Work out with normal working hours, if required with reasonable notice. Any other additional duties as required. <p>Successful applicants will be offered a paid work placement up to 26 weeks and will earn a weekly wage, holiday entitlement and other employee benefits. Successful applicants will require a bank account/credit union account (in their own name). Wage paid weekly (one week in arrears).</p> <p><u>To take part in this opportunity availability is required on the anticipated dates: -</u></p> <table><tr><td>Application Closing date:</td><td>Friday 6th September 2024</td></tr><tr><td>JBG Pre-Screening</td><td>Scheduled Monday 9th September 2024</td></tr><tr><td>Job Interviews:</td><td>Scheduled for Thursday 12th September 2024</td></tr><tr><td>Outcome of Interview:</td><td>Scheduled for Thursday 12th September 2024</td></tr><tr><td>JBG Induction</td><td>Scheduled for Friday 13^h September 2024</td></tr><tr><td>Job Start Date:</td><td>Scheduled Monday 16th September 2024</td></tr></table>				Application Closing date:	Friday 6th September 2024	JBG Pre-Screening	Scheduled Monday 9th September 2024	Job Interviews:	Scheduled for Thursday 12 th September 2024	Outcome of Interview:	Scheduled for Thursday 12 th September 2024	JBG Induction	Scheduled for Friday 13 ^h September 2024	Job Start Date:	Scheduled Monday 16 th September 2024
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How to apply:

Applicants must be registered with Jobs & Business Glasgow.

Call JBG Freephone number on 0300 123 2898 to arrange an appointment.

Existing customers contact your JBG Adviser – **Ref Cle 25700**

JBG Contact:	Robert McCluskey	Phone Number:	0300 123 2898
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Email Address:	Robert.McCluskey@jbq.org.uk
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Closing Date:	06/09/2024
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