



Recognising Excellence
in Careers, Employability
and Enterprise

GOLD AWARD



WEEKLY OPPORTUNITIES NEWSLETTER

YEAR 11

w/c 15th May 2023



**TOOT HILL
SCHOOL**

Dear Student/Parent/Carer,
Recording interactions on Unifrog

Could you let Mrs Farmer know if you take part in any virtual or in person opportunities advertised in this Newsletter please? It is important that young people keep an electronic record of all the interactions you have with Further Education, Higher Education and employers. Please email ffarmer@toothillschool.co.uk with the date of the activity and the name of the activity.

Enjoy

The Toot Hill Careers Team

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Year 11 Post 16 Destinations - Careers support

As your child starts their GCSE/vocational examinations I would like to wish them the best of luck. I know the students have worked hard for all the years they have been at Toot Hill School.

I know many students have secured a Post 16 destination whether that be an apprenticeship, Sixth Form or FE College. However if your child is still unsure what to do I am happy to meet with them to offer advice and guidance. I would like all the students to have a clear plan in place of what they are going to do once they leave us. All Year 11 student must stay in Education or Training until they are 18 years old.

As exams have now started, I am very happy to meet with students over the next few weeks or after they have completed their exams. I am here to support the students for as long as they need. I will be here if they need support in 6 months or a year's time, the door is always open for them to come back for support in applying for an apprenticeship or College.

If you have any concerns that your child needs further support, please get in touch by emailing **ffarmer@toothillschool.co.uk**

I wish your child the best of luck for the future.
Fiona Farmer

Career Of The Week

Barber/Hairdresser



What you'll do

You may work in a large team in a busy city centre hairdressers, or in a small salon serving a local community. You could also work in hotels, spas, health clubs, prisons and care homes, or on cruise ships, film sets or armed forces' bases.

You may specialise in working with particular clients or techniques, like braiding and plaiting Afro-Caribbean hair or working in a men's barber shop.

As a junior hairdresser, your tasks may include:

- greeting customers
- shampooing and conditioning hair
- simple cutting
- making sure towels and supplies are ready for use
- keeping the salon clean and tidy
- recording services provided on cashiers' tickets or receiving payment from customers
- recommending and selling lotions, tonics, or other cosmetic supplies
- shaping and trimming beards and moustaches, using scissors
- providing skin care and nail treatments
- performing clerical and administrative duties such as keeping records, paying bills, and hiring and supervising personnel

As a senior hairdresser/barber, you'll talk to clients about how they want their hair done, give them advice and suggest style ideas.

Your tasks may include:

- cutting and styling
- colouring, perming or straightening
- advising on minor hair and scalp problems
- keeping client records, making appointments and taking payments
- ordering materials and promoting sales to customers
- keeping up to date with new trends, techniques and products
- making sure that hair products containing chemicals are used and stored safely

Record relevant activities you've already done on the [Activities tool](#)

Working hours and environment

You'll usually work up to 40 hours a week, between 9am and 6pm. This will usually include Saturdays with a day off in the week. Some salons open late on weekday evenings.

You could also choose your own hours by working freelance. You could either rent space within a salon or visit customers in their own homes.

You'll need a driving licence and vehicle as a mobile hairdresser, or if you work in more remote locations like spas.

Career path and progression

With experience you could become a senior stylist or salon manager. With suitable further qualifications, you could also move into training or assessing.

You could also open your own salon.

Other options include wig making, training in make-up techniques and working in the theatre, film and television industries.

Skills required

You'll need:

- the creativity to design and interpret hairstyles
- excellent customer service and communication skills
- organisational and time-keeping skills

Got evidence of these skills? Record your examples on the [Skills tool](#)

Entry requirements

There are no set requirements. You may be able start work as a trainee in a salon with no formal qualifications and learn on the job.

You can also train to become a hairdresser either full-time or part-time at a college. Courses are offered as standalone hairdressing qualifications or are can be combined with related subjects like beauty, make-up and nails.

You could get into this job through an [apprenticeship](#).

The [Hair and Beauty Industry Authority \(HABIA\)](#) has information about choosing hairdressing as a career.

Related university subject profiles

These university subjects are related to this career; check out their profiles on the Subjects library:

- [Textiles and Fashion](#)

Related career profiles

You may also be interested in:

- [Make-up artist](#)
- [Beauty therapist](#)
- [Image consultant](#)

Explore

Want to see what relevant education and training opportunities are available right now? Search here:

Textiles and Fashion at uni:

[USA](#) [UK](#) [Canada](#) [Europe](#) [Asia](#) [Australasia](#) [Ireland](#)

Apprenticeships:

[UK](#)

Labour Market Information (LMI)

UK Current Jobs

Hairdressers and related services (SOC3)

UK jobs: 245,863

Nottinghamshire jobs: 3,619 (11th of 214 UK LEAs)

Top 5 LEAs: Essex (7,471), Kent (6,607), Hampshire (6,326), Lancashire (5,489), Hertfordshire (5,233)

UK Salary

Hairdressers and barbers (SOC4)

UK annual median: £18,038

Hairdressers and related services (SOC3)

UK annual median: £18,317

East Midlands annual median: £16,892

Top 3 regions: Channel Islands (£21,086), South West (£21,086), East of England (£18,962)

Please click link below to see example video:

https://youtu.be/VsNHMtJq_1g

Career of the week Early Years Teacher



Labour Market Information (LMI)

Early education and childcare assistants (SOC4)

UK annual median: £19,028

Teaching and childcare support occupations (SOC3)

UK annual median: £17,768

East Midlands annual median: £17,713

Top 3 regions: London (£21,151), Scotland (£20,329), North East (£18,769)

What will you do?

You'll work with children from birth to 5 years old, to standards set out in the early years foundation stage (EYFS) framework.

Your day-to-day tasks may include:

- supporting children's development and learning through planned play, activities and tasks to build up their language, literacy and numeracy skills
 - encouraging co-operation and good behaviour
 - making sure the children are safe at all times
- As well as working with the children, you'll:
- plan and prepare activities and materials
 - set out activities before classes and tidy up afterwards
 - speak to parents and carers about their children's development
 - monitor children's progress, and identify and deal with any issues
 - attend meetings and training courses

You'll also work with and supervise nursery workers (also known as early years educators), teaching assistants and volunteer helpers. Early years teachers can also work in maintained settings (state-funded nursery or primary schools) where classes are led by a member of staff with qualified teacher status.

Entry requirements

You'll need to gain early years teacher status (EYTS) by completing an early years initial teacher training (EYITT) course. There are several routes available:

- graduate entry – for degree holders with limited experience with children and who aren't currently working with them
- graduate employment – for degree holders currently working in an early years setting
- undergraduate entry – for those taking an early childhood degree, who may or may not be currently working in an early years setting
- assessment only – for graduates with substantial experience across the 0 to 5 age range who also have knowledge of key stage 1 and 2 in schools

For all routes you'll need:

- GCSEs at grades 9 to 4 (A* to C) in English, maths and a science subject or equivalent qualifications
- passes in numeracy and literacy [skills tests](#)
- enhanced background checks by the [Disclosure and Barring Service \(DBS\)](#).

You'll also need some experience of working with young children through paid work or volunteering, for example at a local school, nursery or on a holiday play scheme.

Working Environment

Your working hours

- will vary depending on where you work.
- State funded maintained settings are usually open during school hours, while private nurseries will often offer extended hours. Maintained settings are also likely to be closed during the school holidays.
- Nursery age children often go to school or nursery for just part of the week and sometimes only for a morning or an afternoon, so you may teach more than one group in a day.
- Nurseries can be open from around 7am to 6pm. You'll normally work up to 8 hours a day within these times. Some settings are also open on Saturdays.
- You'll also spend time outside of these hours planning, preparing and assessing activities, and attending parents' evenings and training sessions.

Skills required

You'll need:

- the ability to work well with children, parents, carers, colleagues and other professionals
 - excellent organisational and time management skills
 - creative ideas for designing learning and play activities
 - the ability to manage classes and deal with challenging behaviour
 - excellent communication skills
- patience and a good sense of humour

Medical Mavericks - Free Resources



The Medical Mavericks Academy is a fantastic online work-related platform where students, teachers & parents can access amazing resources that promote STEM subjects, showcase the huge range of careers in the NHS and provide meaningful careers guidance with virtual work experience that helps students make more informed career choices.

(Remember... it's not all Doctors & Nurses!)

<https://medicalmavericksacademy.co.uk/dashboard/training-library/>

If you take part in any of the activities please email Mrs Farmer: ffarmer@toothillschool.co.uk so that these employer interactions can be recorded for you on Unifrog.

The Smallpeice Trust – Summer Programme

CyberFirst 2023 Summer Programme

Booking is now open for the FREE CyberFirst summer course programme.

NCSC's CyberFirst courses

Led by the National Cyber Security Centre (NCSC), a part of GCHQ, CyberFirst is a programme of opportunities to help young people explore their passion for tech by introducing them to the fast-paced world of cyber security.

Apply now

Are you enthusiastic about technology and interested in exploring and expanding what you know about staying safe online? Attending a CyberFirst Defenders, Futures or Advanced course could be just the thing to develop essential skills and bring a fresh purpose to your summer break.

You'll learn all kinds of practical insights into digital safety and how everyday technology really works. Course content will be delivered in our usual fun and interesting way, and you'll get to meet lots of like-minded students.

**CYBERFIRST
FUTURES**

[Year 11 \(England & Wales\)](#)

Medical Projects

Future Projects Medical students don't just get access to the latest medical facilities, hands-on work experience, NHS Doctors, etc but they also get support with all these (all included as part of the programme):

- 1 x UCAT Crash Course (full day course)
- 1 x UCAT Masterclass (full day course)
- 1 x BMAT Course (full day course)
- 1 x Mock MMI
- 1 x Personal statement review

All those courses are included as part of the [Aspiring Medics Programme](#). And as a partner school your students are still eligible for 15% off with code: PARTNERSCHOOL15.

If you are exploring studying Medicine please let Mr Lawrence know
slawrence@toothillschool.co.uk

Young Professionals - KPMG Virtual Work Experience Day - May Half Term - 30 May 2023



Are you interested in kick-starting your career and gaining work-experience with a world renowned professional services firm? If so, you do not want to miss this opportunity!

Did you know that KPMG is one of the largest professional services companies in the world? With over 227,000 employees across 146 countries, their work spans five major areas of Finance and Personal Services; they Audit some of the UK's biggest companies and their people in Consulting, Deal Advisory, Tax & Law, and Technology & Engineering work, with clients (from the smallest of start-ups to international mega corporations) across every industry imaginable. One of the 'Big 4', KPMG pride themselves on being a diverse and inclusive workplace.

KPMG are hosting a work-experience day on **Tuesday 30th May from 10.00am – 4.00pm**, and we would love for you to attend. During the day, you will have the opportunity to learn key employability skills, such as how to communicate your message and build your personal brand. You will also have the chance to meet KPMG colleagues to hear about their career journeys and even complete a business pitch challenge! If you are unsure what you want to do when you finish school/college, or if you would like to explore more options, then this session is perfect for you. The KPMG Student recruitment team will also explain the different career paths into KPMG.

This work-experience day is a fantastic opportunity for you to gain valuable insights into the world of work and build your professional network, not to mention a great addition to your CV. Plus, you can join us from anywhere in the country, as the event will be held on Zoom.

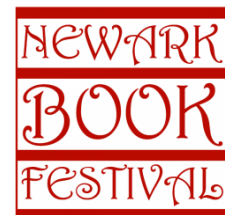
So, what are you waiting for? Sign up today and take the first step towards your future career with KPMG!

Sign-up link: <https://www.surveymonkey.co.uk/r/XV2HSGP>

**Please let Mrs Farmer know if you sign up to attend
ffarmer@toothillschool.co.uk**

Newark Book Festival

Volunteering In The Community



Festival Brochures:

Please click on the link for new Book Festival Programme:

https://issuu.com/newarkbookfestival/docs/bookfestival_programme23_spreads

Barry's Eco Trail:

We invite you to participate in our 2023 Arts Trail as part of our family day at Newark Castle on Sunday 9th July and our Arts Award activities. We are seeking props to form part of an eco-world for Barry our Bookworm – can you help him make items? We are looking for insects, butterflies, bees, mushrooms, ladybirds, flowers – in fact anything you think would form part of an Eco-World, no doubt there should be some hidden books too. Your trail items can be made from any materials but remember they will be outside so need to be transportable, not too big and waterproof. Closing

date for trail items is Tuesday 6th June. Let us know if you are planning on making something so we can log you! Email hello@newarkbookfestival.org.uk

Engineering Apprenticeship Day



engineering apprenticeship day | 20 May, 11am-3pm

We have a fantastic opportunity for people interested in starting a career and gaining a recognised qualification in the motor industry. Our apprenticeship programme allows apprentices to work full time and have the opportunity to earn while they learn and put theory into practice within an automotive training environment.

what we can offer you

You will train in all aspects of bus and coach repair and maintenance including vehicle servicing, MOT preparation, removal, replacement and overhauling of major component & and electrical fault diagnostics. The successful candidates will benefit from excellent working conditions, working on a modern fleet of vehicles & extensive training. You will train through GTG training provider to level 3 in Bus and Coach Engineering and Maintenance.

what to expect on the day

Once you arrive, we will go through all the relevant safety information for the day ahead and we will get you briefed on what the next few hours will look like. Supervised by our engineers & current apprentices, you will then take part in 3 different tasks to give you a feel of what types of work you may undertake if you were to become an apprentice with us.

You will learn from our engineers & apprentices and have the chance to ask them any questions you may have. We will then break for lunch together in our depot canteen.

Your parents or guardian can also take part in a Q&A session with our Engineering Managers to ask any questions they may have about our apprenticeship scheme.

what to bring

You will need to bring along some valid ID such as as a passport or bank card, oh, and yourself! Parents & guardians are also welcome to attend.

want to attend?



click here or scan me

how to find us

by bus

- rainbow one
- 33
- 34
- H1
- 31
- 32

these services stop right outside the **trentbarton** bus depot

H1 stops at Heanor Market Place, a 15 min walk to the **trentbarton** bus depot, or hop on **rainbow one**

change in Ilkeston to **33** or **34** for **trentbarton** bus depot.



by train

Langley Mill is the closest train station and a few minutes walk, served by direct trains from Nottingham, Ilkeston, Alfreton, Chesterfield, Sheffield and Leeds.

If you are arriving into Derby station, it's a 15 min walk to the city centre where you can then hop on **H1** to Heanor.

by car

We're a short drive from the A610, before you head up the hill to Heanor.



SMB College Group

SMB College Group
#One of the family

Open & Taster Days!

TASTER ACTIVITIES • MUSIC • APPLY ON THE DAY

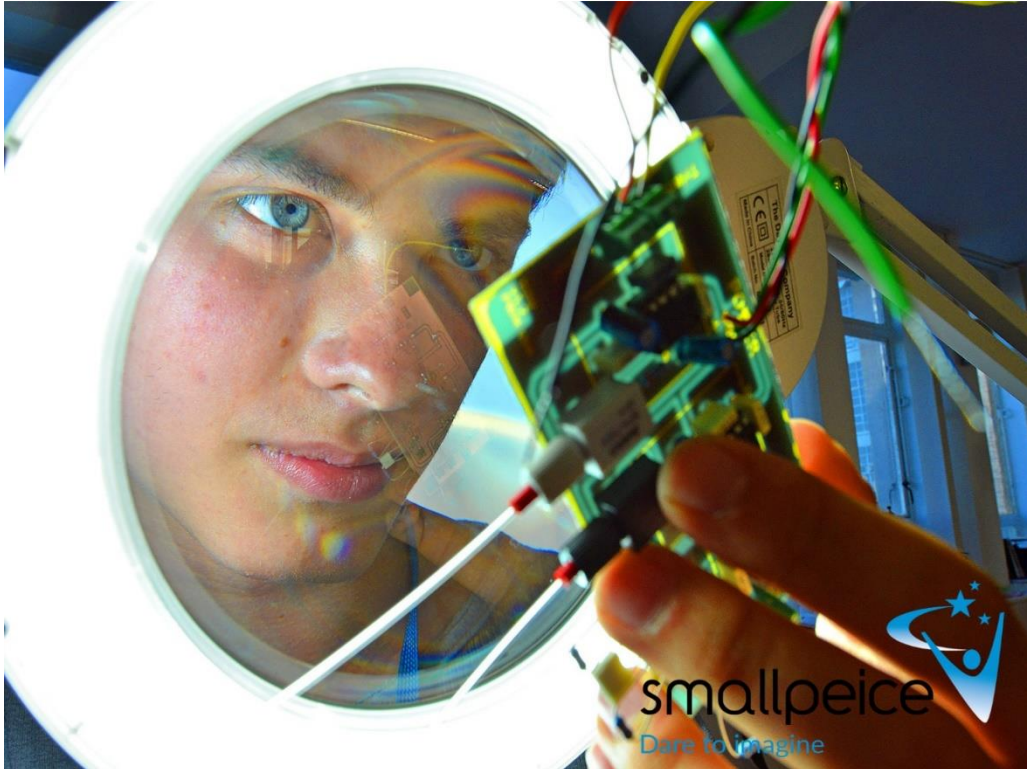
S Stephenson Campus <small>Part of the SMB College Group</small>	M Melton Campus <small>Part of the SMB College Group</small>	B Brooksby Campus <small>Part of the SMB College Group</small>
Saturday 24th June	Saturday 17th June	Saturday 3rd & 10th June
10am - 12pm	10am - 12pm	9am - 1.30pm

 Scan here to register your place!

THE SMALLPEICE TRUST NEWSLETTER

HUMAN HABITAT ON MARS (VIRTUAL) - 29 August to 31 August 2023

YEAR 11 STUDENTS



Ever thought about travelling to Mars? How would you get there? What would the impact be on the body? What type of computing equipment would we need to measure and analyse the data? On this three-day virtual course, leading academics from City, University of London will introduce you to the following three key disciplines – Aeronautical Engineering, Biomedical Engineering and Computer Science in the year 2050. All kit required for this virtual course will be mailed out to students in advance.

£99 All kit included

[READ MORE](#)

We have a number of great courses available across the UK, so for a quick highlight of the essential ones, please read on!

**[BIOMEDICAL ENGINEERING \(RESIDENTIAL\)](#) - 31 July to 03 August 2023,
*University of Southampton***



This course has been specially created for students inquisitive about how we develop and distribute medicine, with scientists and engineers working together to invent ever improving methods for delivering healthcare. This four-day residential course at the University of Southampton features talks and interactive sessions run by engineers and scientists from several leading universities. Students will be shown technology at the cutting edge of human bionics currently being developed by leading engineers and will learn how engineering complements medicine whilst also exploring the variety of paths into Biomedical Engineering, a career where you can really make a difference.

£365 All inclusive

[READ MORE](#)

Employment Opportunities



**MONTHLY
WHAT'S ON**

MAY

www.pathwayctm.com | student@pathwayctm.com

The banner features the Pathway CTM logo in the top right corner. On the left, the text 'MONTHLY WHAT'S ON' is displayed in white on a dark blue background, with 'MAY' in white on a yellow background below it. A light blue downward-pointing chevron is centered under the month. To the right, two images are shown: the top one depicts three students (two girls and one boy) looking at a laptop together, and the bottom one shows a large audience seated in a hall facing a stage.

Is your child still debating their options post A-Level/GCSEs?

It's not too late! There many apprenticeship opportunities still available that your young person can apply to. With employers such as **BT, PwC, GSK and Deutsche Bank**. It's important to consider all options so why not consider an apprenticeship?

Check out the current opportunities on our website including **Year 11&12 Virtual Work Experience with PwC, Finance** apprenticeships with **Lloyds Banking Group** and **Deutsche Bank**, and **Engineering** opportunities with **GSK and BT**.

[Employment Opportunities](#)

Free 1-1 Mentoring Sessions

Don't forget we offer students free 1-1 mentoring sessions to support them during their apprenticeship application process. Whether it's the first stage and they would like help with their CV or the final stage and want some guidance for interview prep.

If your child is currently applying and would like some extra support then make sure they book in a session which is available term time only,
Tuesday-Thursday - 3pm-5pm.

[Book a Mentoring Session](#)

Check out our upcoming events this May for Years 9-13.



Ideas4Careers



Opportunities

Level 6 (Degree)

Electrical/Electronic Technical

Support Engineer

Apprenticeship

Apprenticeship opportunity with Atkins in Derby. As an apprentice, you'll be making a sustainable difference in people's lives,

shaping cities, reimagining transport and transforming nuclear energy with the choice to work across Cities & Development, Nuclear & Power, Transportation, Water or Environment. 1 position available. Closing date 23rd May.

Level 6 (Degree) Building Services Design Engineer Apprenticeship

Apprenticeship opportunity with Waterman Building Services in Nottingham. Apprentices have the opportunity to learn from industry-leading experts and best-in-class lecturers, whilst also working on high-profile projects from start to completion, designing, installing and maintaining building services. 1 position available. Closing date 1st July.


Level 3 (Advanced) Travel Consultant Apprenticeship

Apprenticeship opportunity with Hays Travel in Chaddesden, Derby. With help from their learning and development team you'll become a fully-fledged travel consultant creating and selling travel packages using all Hays products, earning a salary while you learn. 1 position available. Closing date 1st September.

Level 3 (Advanced) Teaching Assistant Apprenticeship

Apprenticeship opportunities with Beech Academy in Mansfield. The Apprentice Teaching Assistant will support the teaching and learning throughout the Academy, based in the classroom and working in partnership with teaching staff. 2 positions available. Closing date 30th May.

Reckitt Benkiser Engineering Apprenticeship



ENGINEERING APPRENTICESHIP - RECKITT BENCKISER

Desired skills and personal qualities
Attention to detail, Organisation skills, Problem solving skills, Presentation skills, Administrative skills, Analytical skills, Logical, Team working, Initiative


Qualifications
GCSE or equivalent English (Grade 4/C or above) Essential
GCSE or equivalent Maths (Grade 4/C or above) Essential
GCSE or equivalent Science (Grade 4/C or above) Essential

Things to consider
The applicants must be able to travel to the workplace and college according to working hours and show a commitment to learn and to attend college on a day release basis. You will also commit to carrying out course work and Log books your own time enabling you to maximise on the job leaning at work. Year 1 could be days, or 2 shifts based (8-hour AM and PM shifts) Year 2 will be 2 shifts based (8-hour AM and PM shifts) Year 3 could be 2 shifts based (8-hour AM and PM shifts) or 3 Shift Based inc nights

Day to day tasks will include:

- Developing a safety and quality mindset first and foremost developed by working closely with all functions
- Prioritising Engineering Tasks
- Using and communicating technical information
- Producing components using hand fitting techniques
- Maintaining mechanical devices and equipment
- Maintaining electrical equipment and systems

Advanced Apprenticeship Level 3



Training provider
NOTTINGHAM COLLEGE

Contact
Laurie
laurie.savoye@nottinghamcollege.ac.uk

Please also contact Mrs Farmer if you are applying for this post and for any questions regarding this apprenticeship

What training will the apprentice take and what qualification will the apprentice get at the end?
Level 3 Engineering Maintenance Operations Technician
<https://www.instituteofapprenticeships.org/apprenticeship-standards/engineering-technician-v1-4>
Training will be delivered one day per week, term time, and is based at The Highfield site and facilities are in creation to enrich the student experience, developing them with the necessary skills using industry recognised equipment to ensure the apprentice receives training closely matched to the employer's and industry.

•Annual wage
•£16,000.00

•Working week
•37.5 day working week (Shifts to be decided for successful candidates) 25 days plus bank holidays

•Total hours per week: 37.5

•Expected duration
•42 Months

•Possible start date
•02 Jun 2023

Healthcare Virtual Careers Chat - Allied Health Professional Roles, 24th May




The NHS is here for you and your family.






NHS APPLIED HEALTH PROFESSIONALS WEBINAR - 24 MAY - 11 AM - 12 NOON

Education and Employers in partnership with the NHS, are hosting a **Healthcare Virtual Careers Chat** themed on **Allied Health Professional (AHP)** roles on **Wednesday 24th May, 11:00am – 12:00pm.**

From physiotherapists and paramedics to dieticians and diagnostic radiographers, AHP's carry out a vital part in our healthcare and there are numerous opportunities for students looking to get into the sector.

The chat is aimed at students in Year 9-13 where they'll have the opportunity to hear from a panel of Allied Health Professionals who will share insight into their roles, pathways into them and entry requirements, and tips for preparing to get your foot in the door. We'll also have Q&A's throughout where students can send in questions for the panel.

If you are interested, please let Mrs Farmer or your tutor know by Thursday 18 May 2023.

Swim Teacher / Lifeguard Courses

Swim teacher course – June 2023 – you must be aged 16 to take part in the course.



www.active4today.co.uk

ACTIVE
Leisure Sport Wellbeing

sta
Health Leisure Life

SWIM TEACHER COURSES

June 2023 - 4th/17th/18th/24th/25th

Course: Swim Teachers Award Course
Venue: Newark Sports and Fitness Centre

Course Cost: £200 + £50 for Rescue Test Award on 8th July. (**£100** for VISPA Students & for successful applicants gaining employment at Active4Today)

Successful course completion will include an additional cost of STA membership purchased directly off the STA website. Email us for further information and to book.

enquiries@active4today.co.uk

Blidworth Leisure Centre Belle Vue Lane, Blidworth, Mansfield NG21 0RD Tel: 01636 655780	Dukeries Leisure Centre Main Road, Boughton, Ollerton NG22 9JJ Tel: 01636 655780	Newark Sports & Fitness Centre Lord Hawke Way, Newark NG24 4FH Tel: 01636 655780	Southwell Leisure Centre Nottingham Road, Southwell NG25 0LG Tel: 01636 655780
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enquiries@active4today.co.uk

 Active4Today  @active4today  active4today 

Swim teacher course – November 2023



www.active4today.co.uk

ACTIVE
Leisure Sport Wellbeing

sta
Health Leisure Life

SWIM TEACHER COURSES

November 2023 - 4th/5th/11th/12th

Course: Swim Teachers Certificate Course
Venue: Newark Sports and Fitness Centre

Course Cost: £200 + £50 for Rescue Test Award on 18th November.
(£100 for VISPA Students & for successful applicants gaining employment at Active4Today)

Successful course completion will include an additional cost of STA membership purchased directly off the STA website. Email us for further information and to book.

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enquiries@active4today.co.uk

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www.active4today.co.uk

ACTIVE
Leisure Sport Wellbeing

COURSES

Pool Lifeguard Course

October 2023


Monday 23rd - Friday 27th October, 8.30am - 5pm

Venue: Newark Sports and Fitness Centre

Course cost: £250 (£100 for VISPA Students & for successful applicants gaining employment at Active4Today) Non-refundable £100 deposit payable on booking. Email us for further details and to book your place

Blidworth Leisure Centre Belle Vue Lane, Blidworth, Mansfield NG21 0RD	Dukeries Leisure Centre Main Road, Boughton, Ollerton NG22 9JJ	Newark Sports & Fitness Centre Lord Hawke Way, Newark NG24 4FH	Southwell Leisure Centre Nottingham Road, Southwell NG25 0LG
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Tel: 01636 655780 Email: enquiries@active4today.co.uk

 Active4Today  @active4today 



HM Revenue & Customs

HMRC Opportunities in Nottingham

This is an entry level post in the Civil Service and may suit some school leavers at the end of Year 11 or 13.

Customer Services Advisor - Nottingham (303R)

HM Revenue and Customs

Apply before 11:30 am on Tuesday 30th May 2023

Salary £22,845

Number of Roles: 90

Campaign Live Date: 12/05/2023

Campaign Closing Date: 30/05/2023

Link: <https://www.civilservicejobs.service.gov.uk/csr/jobs.cgi?jcode=1855390>

Job description

Our Customer Service Advisors are the voice of HMRC, using their brilliant communications skills to give our customers the best possible experience.

Your primary role will be handling contact from customers effectively and efficiently across different lines of business.

You'll be the first point of contact for our customers, providing a first-rate service by telephone, email or webchat.

Your duties will depend on the line of business you join. However, all business areas expect your duties to include:

- speaking to customers on the phone, helping them with their questions or issues
- taking payments by phone, letter and our online services
- creating customer records and keeping them up to date
- using webchat and email to support our customers online

We work a variety of shifts between 7.45am and 8pm, Monday to Saturday, to make sure we can help customers when they need us.

You will work a maximum of one late shift per week (ending at 8pm) and a maximum of 6 Saturdays each year.

The majority of roles within customer services allow you to work from home two days a week if you choose, this includes Saturday and 8pm shifts.

Person specification

What are we looking for?

No experience is necessary as you will be fully trained, but we would like you to be comfortable talking on the phone and writing up notes as this is mainly a phone-based role.

We are looking for individuals with the drive and passion to make a difference to people's lives, and need people:

- with great communication skills, both verbal and written in English language (and Welsh where required)
- dedicated to providing a brilliant customer service
- with a can-do attitude and a real passion for supporting people
- with the personal resilience to work in a demanding and rewarding environment
- able to provide information both quickly and clearly
- comfortable handling different types of conversations
- with an ability to do basic maths calculations

If you have any comments or feedback on the Newsletters please email ffarmer@toothillschool.co.uk and not reply to this email as these Newsletters are sent from a no reply email address.

Thank you