Manchester Employer Suite, Town Hall Extension, Mount St Entrance, Manchester, M2 5DB

Current Sector-based Work Academy Programmes (Pre Employment Training with Work Experience and a Guaranteed Job Interview)

Please follow Referral Process

If any employers/partners want to discuss our free JCP recruitment service please contact us on [es.info@dwp.gov.uk](mailto:es.info@dwp.gov.uk)

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| Provider/Employer | Job Type | Description | Open day date and venue | How to Refer |
| Back to Work/Teleperformance | \*\*Customer Service Roles – Contact Centre, City Centre - Full time and Part time\*\*    Teleperformance require 78 new staff members. | What does my role involve?      • A typical day will see you working in a lively & vibrant environment.    • You will start your day signing into your systems, making sure you are ready for the day ahead.    • As a Customer Service Specialist your role will involve providing excellent service to a diverse range of customers and employers.    • You will will be working on an inbound channel and supporting with online queries from customers who are inquiring about employment status in line with government guidelines, general claims, payments, advances and impact of Covid-19/government support, change of details/circumstances, new Universal Credit claims and appointment-related queries.    • You will be informing customers of benefit payments to help with living costs, which may be available to those on a low income, or who are out of work or cannot work.  Closing Date 16/10/23. | Open Day 17/10/23 Oldham Street, Manchester. | If you are interested and would like to attend a customer services course with application support please talk to your work coach.  If you already have experience and would like to apply direct please ask your work coach for more details. |
| Airport Academy/Manchester Airport Group | Airport Security | Eligibility: - Lived in the UK for 5 years (no gaps longer than 28 days). Able to provide a 5 year checkable work/benefit history. No criminal record. Able to travel to the airport for shifts (3am starts every other week, please check this is possible by public transport if you do not drive). Claiming benefits or earning less than £20,888. Full colour vision (needed for job role). Photo id and will need to be able to pass an English and Maths Assessment (Entry Level 3).    Course requirements: - **Please bring either photo ID (UK passport, driving licence or resident permit) birth certificate, debit card, benefit letter or utility bill.**   **This is required by the first day of the course at the very latest otherwise you will not be able to complete the course.**    Job Description: - **Manchester Airport Group - Security Officer** - £13.92 per hour Annualised (approx. £27,500 salary). \*38 or 31 hour permanent contract.  Paid the same every week however at peak times you may do more hours and quiet times less.  This will average out over the year.  Need to be flexible to work on a 24/7 operation with an earliest start time of 3am with weekends and bank holidays included.  Closing Date 17/10/23. | Open Day 18/10/23 Airport Academy, Manchester Airport. | Interested? Please contact your work coach to book on the Open Day. |
| North West Ambulance Service/North West Ambulance Service Manchester | 999 Call Handler | Eligibility -  • 18+.    • UK Citizen for 3 years.    • Day 1 Unemployed or risk of redundancy.     • Must be available to attend the whole 4-week programme.    • Educated to GCSE standard or above, or equivalent vocational qualification.     • Flexible approach to work due to the unsocial hours that the post requires.    • Excellent keyboard and computer skills – minimum speed of 30 words per minute – applicants will be assessed.    • Professional telephone manner.    • Excellent listening skills – applicants will be tested.    • You will also be required to provide 2 references that cover a 3yr period (this is mandatory).  DBS clearances will be required.  Closing Date 18/10/23. | Open Day 25/10/23 Manchester Employer Suite. | Would you like to be a 999 call handler for Northwest Ambulance Service?  Ask your work coach about the NWAS SWAP to be booked on to the open day to find out more. |