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\*\*  Teleperformance require 50+ 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 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 14/11/23. | Open day 15/11/23 Oldham Street, Manchester. | If you are interested and would like to attend a customer services course and 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. |