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 Advisors** | \*\*Customer Service Roles – Contact Centre, City Centre - Full time and Part time\*\*      Teleperformance require new staff members.  The roles are based in the City Centre, with no weekends or bank holiday working!    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 16/01/24 | Open Day 18/01/24, 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. |
| **Springboard / Various City Centre Employers** | **Hospitality Training** | Are you 18+ and would you like to work in hospitality?  Ask your work coach about the Springboard SWAP.  This has helped hundreds of people over the last year secure employment in hospitality.    Springboard work with many large hospitality companies across the UK.  This programme caters to anyone looking for a career in hospitality.  If you are looking to work in a kitchen, a bar, a hotel, coffee shop or restaurant this course is designed for you.     You will get 2 weeks training followed by a 1 week placement in a company that has a role you are interested in.  Common roles this programme has secured in the past includes:-      Line Chef   Kitchen Porter   Barista   Bar Staff   Housekeeper   Waiting staff   Reception    Closing Date 22/01/2024. |  | Are you 18+ and would you like to work in hospitality?  Ask your work coach about the Springboard SWAP.  This has helped hundreds of people over the last year secure employment in hospitality. |
| **Airport Academy / Manchester Airport Group** | **Airport Security** | \*\*Airport Security Guards\*\*   Want to work at Manchester Airport?  Full Training available.  You must be 19 +  and have:   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).       Claiming benefits or earning less than £20,888.     Full colour vision (needed for job role).       Photo id.        Will need to be able to pass an English and Maths Assessment (Entry Level 3).    Closing Date 23/01/24. | Open Day 24/01/24, Airport Academy, Manchester Airport. | Interested?  Speak to your work coach. |
| **Bright Directions / G4S** | **Security Officer**  **Sector-based Work Academy Programme** | Are you looking for work in Security? G4S are hiring across Greater Manchester. SIA badge not needed as course will be provided.    As an Events SIA Security Officer you will be responsible for securing the venues, staff and visitors for our customers. This may include:              Carrying out pre and post event safety checks ensuring compliance with safe working procedures.       Searching visitors on entry to venues.      Ensuring that no prohibited or restricted items are taken into the secured zones within the venues.       Monitoring visitor / crowd movements and behaviour to identify potential issues or incidents and to take action as necessary.       Dealing with visitor / crowd disruptions.       Securing licenced / hospitality areas.    Closing date 25/01/24. | Open Day 25/01/24, Oldham Street, Manchester. | If you are interested, please speak to your work coach to check your eligibility. |