



Department
for Work &
Pensions

KICKSTART SCHEME

DWP Bid Unique Identifier

Job Placement title

Customer Service

Job Placement summary

Job role: Providing customer service support to fans, season ticket holders and general enquirers to the Club

Responsible to & directed by: Customer Relations

Liaison with: Retail Manager, Hospitality & Events Manager, Finance & HR

Responsible for: N/A

Main duties:

Provide excellent level of Customer Service by:

- Dealing with email enquiries for Ticket Office and Club Shop and general contact, dealing with issues in a timely manner and liaising with other departments where necessary;
- Answering all general phone enquiries to the Club, responding to the queries yourself where possible and forwarding the calls on to the correct team where necessary;
- Accurately log and record your interactions with Customers for analysis;
- Log any complaints received and any action taken to resolve them;
- Go the “extra mile” to meet Customer’s needs and expectations, always remembering that you are the face of Tranmere Rovers.

Essential skills, experience
and qualifications

- Excellent customer service skills
- Excellent communication skills
- Have the ability to liaise with people from all different walks of life
- IT Competent
- Have good knowledge on using Microsoft word, office & Excel

Job category (DWP use only)

Number of hours per week

25 Hours PW



Department
for Work &
Pensions

KICKSTART SCHEME

Working pattern and
contracted hours (including
any shift patterns)

5 Hours per day totalling 25 hours per week
Day Shifts

Hourly rate of pay

National Minimum Wage for age

Details of employability support (training opportunities/mentor)

We have delivered the Intermediate labour market programme and managed from start to end- including recruitment, performance management and progression.

The programme is aimed at young people aged between 16-24. At Tranmere Rovers we will provide a dedicated member of staff to support and job coach the candidate within their role. The support will be on a one-to-one basis assisting the young person into gaining important life skills such as work experience in a real working environment, CV improvements and preparation for future job interviews as well as many others. The support will be provided from day one up to the young person's completion date spending around one full day per week with them asking to complete a work/support journal to show progression. I will be the person supporting the young people throughout their time with us at Tranmere Rovers Football Club. Progress reports will be provided to all young people to complete at the end of every month so that we're able to provide them with suitable support. This will also allow us to act upon any feedback they may have. If the role cannot be extended we will ensure to support the young person in securing employment based on the skills they have gained.

Company name

Tranmere Rovers Football Club Limited

Closing date for applications

11th January 2021

Using the table on the next page please provide details for each Job Placement by location.



Department
for Work &
Pensions

KICKSTART SCHEME

Employer Job Placement reference (where applicable)	Job Placement location and address (including post code)	Contact details for the Job Placement Name Email address Telephone	How to apply for the Job Placement	Number of Job Placements at location	Maximum number of referrals per Job Placement	Is public transport available? Yes/ No/ Don't know	Anticipated start date/s (if known)
	Tranmere Rovers FC Prenton Park Prenton Road West Birkenhead CH42 9PY	Dawn Tolcher Managing Director 07879467676 dawnt@tranmererovers.co.uk	Apply by sending CV. Covering letter is optional	5	4	YES	ASAP