



Job title:	Digital Support Assistant – 1yr Fixed Term Development Opportunity Grade 4
Company:	Yes Manchester
Line Report:	Employability Support Advisors
Location:	Newton Heath and Blackley offices

JOB PURPOSE	<p>To support clients with their digital job search and support the administration team.</p> <p>To provide excellent customer service to Yes Clients and introduce them to the Yes service.</p>
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JOB DUTIES	<p>To provide positive and effective communication and digital/technical support for clients accessing the yes centres Assist with creating email accounts, universal job match accounts and supporting job search where necessary.</p> <p>Providing support to update the website, social media and administration/associated tasks as necessary.</p> <p>Registering clients and recording their information on the database in accordance with data protection and confidentiality policies</p> <p>Assisting with email and job searching accounts, responding to enquiries for technical support i.e. accessing existing accounts/password recovery/updating contact details</p> <p>Undertaking customer satisfaction surveys as determined by each contract. This will include mystery shopping and auditing completed surveys</p> <p>Assisting with reception cover, administration duties to include updates to the database, social media accounts, filing printing, scanning and photocopying.</p> <p>To support clients with technical issues i.e. accessing their email accounts/UJM accounts</p>
Person Specification	<p>Ability and willingness to absorb new information and use it.</p> <p>Must have excellent digital / IT skills & software packages</p> <p>Committed, trustworthy and reliable with a good sense of humour.</p> <p>Patience, tact and approachability.</p> <p>Willingness to develop self and others.</p> <p>Ability to work on own initiative</p> <p>Ability to record Information recorded accurately and timely</p> <p>Basic understanding of the principles of Data Protection and Confidentiality</p> <p>The ability to build confidence in others</p> <p>Possibility of professional qualification</p>