



DWP Bid Unique Identifier

Job Placement title

## Job Placement summary

We are proud of being a leader in housing and providing outstanding services to our customers. Our staff are the reason we are able to achieve this.  
We want people to join us who will help us grow, diversify, stretch our goals and achieve our vision of providing quality housing and services.  
If you are interested in joining the Bolton at Home family, we would like to hear from you.

### **What is the purpose of the role?**

The Day to Day planning assistant will provide vital support to the Day to Day team within Technical Services. They will work alongside the planner, supervisors and Manager to provide administrative support for our team. This role is mostly 80% working from home and 20% working in the office and will be in line with any government guidelines.

### **What's involved?**

- Acting as a point of contact for email and telephone queries, and carrying out pre-visit telephone checks for repairs and maintenance appointments
- Providing general administrative support to the team including;
  - Data inputting
  - Producing Correspondence
  - Collating and distributing documents
- Using systems and processes to ensure compliance.
- Extracting, analysing and presenting data when required to provide regular performance information.



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Essential skills, experience  
and qualifications

## What are we looking for?

- Good literacy skills and can produce documents that are accurate and to a good standard
- Confident in using IT, including some experience using Microsoft Word and Excel.
- Listens with interest to the needs of our customers and able to build good relationships
- Ability to manage and prioritise a range of demands and tasks to achieve positive outcomes
- Ability to analyse data and identify trends
- Ability to work collaboratively as part of a team and meet deadlines

## What you will need:

You will be motivated to develop your career and have a keen interest in helping people.

Job category (DWP use)

Number of hours per week

25



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Working pattern and  
contracted hours (including  
any shift patterns)

The 25 hours are negotiable, suggested hours are Mon –  
Fri 5 hours per day between 9-5

Hourly rate of pay

Real Living Wage £9.50 per Hour

Details of employability support (training opportunities/mentor)

## What we can offer you:

- 6-month work placement to gain key skills and confidence that comes with being active and in work
- Experience working as part of a team in both an office/home office and virtual customer facing environment
- Help you to enhance your organisational, communication and personal skills
- Relaxed and friendly work environment
- Wrap around employment support including, CV guidance, STAR example building, interview preparation, one to one support looking at personal barriers into employment, training, and in work support
- Health and well-being services

## Why choose Bolton at Home:

If you would like an opportunity to join our team and be encouraged to think and work differently, we would like to hear from you.

For more benefits, please visit our Careers Site for further information  
[www.boltonathome.org.uk/jobs](http://www.boltonathome.org.uk/jobs)

Company name

Bolton at Home

Closing date for applications

19<sup>th</sup> January 2022

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



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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)
BAH1017	Bolton at Home, Unit 15 Riverside Business Park, Waters Meeting Road, BL1 8TU This role will involve home working	Niki Meikle niki.meikle@boltonathome.org.uk 07775826422	Send your tailored CV to <a href="mailto:KickStart@boltonathome.org.uk">KickStart@boltonathome.org.uk</a> with the job reference	1 for Placement Reference	30	Yes	Feb 2022



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