

Employer Profile

Address: JCPD, Dundee Contact Centre,
Lindsay House, 30 Ward Road, Dundee DD1 1QB

jobcentreplus

Part of the Department
for work and Pensions

Some of our benefits:

- Family friendly policies
 - Part-time
 - Job-share
 - Part-year
- Competitive salary scale £15,150 to £17,780 @July 2009
- Good holiday package
- Annual Salary Review
- Pension Scheme

We are looking for:

Skills & Knowledge:

- Enthusiasm
- Excellent Communication skills
- Commitment to providing a quality customer service
- Ability to cope with pressure and give consistent service
- Basic Computer skills an advantage

Experience:

- Customer related experience preferable but not essential

Work Requirements:

- Flexible approach
- Good Interpersonal Skills
- Ability to work as part of a large Team

Career Opportunities:

- Part of Department of Work and Pensions (large government agency)
- Developmental opportunities and progression routes

Our Recruitment Process:

- Via Jobcentre advert
- Application form - multiple choice questionnaire
- Assessment exercise tests online
- Interview

More about us:

- Currently Open 8am - 6pm
Monday - Friday

First Contact:

- Take new and repeat claims for Jobcentre Plus Benefits by telephone
- Take claims and report change of circumstances for New Tax Credits
- To arrange face to face appointments with Personal Advisors

Travel:

- Based in centre of Dundee, the office is located conveniently for travelling from the surrounding area.