**Customer Service Admin Management Trainee**

Exciting trainee role where the aim will be to equip the Trainee with an appreciation of the Company’s overall business and an in-depth knowledge of the Customer Service function within the Regional Business Unit.

**The Role:**

Supported by a Mentor, the Trainee will spend time in Customer Services to gain a broad view of the Company’s business and to become familiar with the administrative tasks throughout the department with a structured programme as follows;

* Complete over view of all Customer Service systems within the department.
* Develop understanding of the Customer Relations Manager role.
* Develop understanding of the Customer Support Manager role.
* Develop understanding of the Customer Support Coordinator role.
* Learn all aspects of NHBC requirements.

The Trainee’s progress will be reviewed regularly by their Line Manager, and formally by appraisal at six month intervals

**The Person:**

* Driving license or be working towards acquiring one and have their own transport
* A minimum of 3 ‘A’ Levels at Grade C or above
* IT literate and knowledge of Microsoft Office (Excel and Word)
* Good verbal and written communication skills

**In order to be successful in this role you must be able to prove eligibility to work in the UK.**

If you are successful at interview and the Company considers making an offer of employment, you may be asked to give your consent to the following pre-employment check[s] being undertaken by our third party provider, Experian (or any other appropriate third party provider that the Company chooses to engage).

The type of checks made will depend on the role in question but may include any or all of the following

Criminal records (DBS);

Credit reference

DVLA

The purpose of such checks will be to assess your suitability for the role. If it subsequently transpires that you have given incorrect, false or misleading information, your application will not be taken further.

**The Company:**

Taylor Wimpey is a FTSE 100 business and one of the largest residential developers in the UK, building new homes and communities across England, Scotland and Wales.

Our vision is to become the UK’s leading residential developer for creating value and delivering quality. We build over 10,000 homes each year, from one-bedroom apartments to six-bedroom houses all across the country.

Our people are passionate about the house building industry and about our customers. Culturally we pride ourselves in having a diverse work force with an opportunity to grow a career in a variety of environments. We look to develop our people in the skills and areas they are most interested in so if you are looking to join a thriving company going through an exciting period then please get in touch.

**Internal Applicants – Please ensure you inform your Line Manager before applying**