



Department  
for Work &  
Pensions

# KICKSTART SCHEME

The eligibility criteria are that candidates are 16-24, have no income and are on universal credit.

DWP Bid Unique Identifier

Job Placement title

Sales Office Administration and Customer Assistants  
(Customer Service Representative)

## Job Placement summary

### The role

We're seeking **Sales Office Administration and Customer Assistants (Customer Service Representative)** to join our team and to represent our brand with consumers online and offline, helping our UK potential customers to discover our product and resolve their issues with the goal of driving customer awareness, education and satisfaction. This customer-facing role will involve speaking to our real customers across the UK, resolving customer queries, processing / amending orders and liaising with our teams across eCommerce, marketing and sales to ensure we are providing the service our customers deserve. You will report directly to the Commercial Director and will be supported by a team comprising our Marketing Coordinator, Content Executive, Marketing & sales team, Growth Lead and Creative Lead.

### What you'll be doing:

- Resolving customer queries via telephone, email and social media
- Liaising with the marketing team to share customer stories, issues and insights
- Order processing and tracking
- Amending and updating orders
- Resolving courier queries, claims and refunds
- Helping with e-Commerce dispatch when required
- Any other reasonable duty that assists in the effective running of the function

**About us:** SACOMA GLOBAL Foods Innovation is a multifaceted UK healthy foods business with focus on natural and innovation. We develop and distribute/retail healthy foods and beverages. We are a rapid-growth disrupting food company with an award-winning brand and products. With a consistently high number of active projects we work across a broad variety of categories such as confectionery, snacking, condiments, baby foods, raw herbal infused honeys, hot and cold beverages, bakery, fresh produce and many more. Ours is a small team passionate about healthy and natural foods. Through our consumer education programme, eating well to live well, we want to help people to choose healthy foods, live healthier lives, as we engage with the food industry and other stakeholders to develop and supply foods that could deliver real health benefits and have a real impact on consumers' health. We are an International Foods Innovation Award winning business; with own processing units and retail/distribution chain. We offer a host of information events and workshops to our customers.



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Essential  
skills,  
experience  
and  
qualifications

- Familiarity with social media platforms for customer service (Instagram, Facebook, Twitter)
- Strong interpersonal skills, ability to listen and communicate clearly and politely
- Exceptional organisational skills
- Ability to use own initiative
- Good customer care skills and a good communication skills in a customer service or a customer-facing administration role
- Comfort working in a high-pressure, fast-paced environment
- Good English Language,

Job category

Number of

25 hours per week

Working  
pattern and  
contracted  
hours  
(including

Flexible working hours  
The opportunity to work for the fast growing food brand for healthy food products and own retail brand in UK, alongside a young talented team dedicated to serving thousands of passionate customers. We offer 28 days holiday (including Bank Holidays), a pension scheme and remote working.

Hourly rate of

National Minimum Wage

Details of employability support (training opportunities/mentor)



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We offer high-quality roles for Kickstarters recruited and provide them with a meaningful and fulfilling role in the business. Support and induction to help fill in the role and a valued member of our team.

We will also work with the local council's Employment and Skills team to give the Kickstarter employment support, and support them to access other employability skills training, to enable them to progress to onward opportunities after their placement

We will provide Kickstarters with a high-quality job reference following successful completion of the placement for their onward opportunities. We will provide them with the following employability and skills support and training:

- Wrap-around support to ensure that each individual young employee has gathered basic work skills including Attendance, Timekeeping, Teamwork, Communication, Travelling to work. To help the individual look for long-term work, including career advice and setting goals, support with CV and interview preparations and supporting the participant with basic skills, such as attendance, timekeeping and teamwork. We will do all of this for the employers.
- Employability Courses. We will ensure the skills are incorporated into the package. Individuals will also be given training on CV, interviews, job search process, in-work support, setting career goals and careers advice.
- Tutor Support. Our business membership to local councils employability programme will ensure the kick-starters have access to tutors can provide further support should that be required. This can take the form of more personalised careers advice.
- Kickstart Qualification; once each individual has completed the support courses, we will provide a certificate for our Kickstart Qualification to prove the individual has done this and provide evidence to the government.
- And any kickstart who gets a job interview before their placement end will be given the opportunity and support to attend any job interviews that could lead them into a full-time job role with other organisations/businesses.
- To share best practice we will provide article contributions to the local free newsletters to share experiences with other potential employers. We are an Equal Opportunities employer and committed to encouraging equality and diversity in our workforce

Company name

SACOMA FOODS AND GLOBAL BUSSINESS INNOVATION AND LEADERSHIP TRAINING (SACOMA-GLOBAL) LIMITED

Closing date for applications

23 April 2021

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<br>Email address<br>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?<br>Yes/ No/<br>Don't know | Anticipated start date/s (if known) |
|---|--|--|---|--------------------------------------|---|--|-------------------------------------|
| LIMB-S/SOA  | 159 BROAD STREET,<br>DAGENHAM,<br>ESSEX, RM10 9HX        | PEREZ OCHIENG<br><a href="mailto:Perez.sacoma@gmail.com">Perez.sacoma@gmail.com</a><br>07764 961 489 | Apply in writing to ( <a href="mailto:perez.sacoma@gmail.com">perez.sacoma@gmail.com</a> ), telling us very briefly why you're the right person for the job, include an up to date CV and details of your expected salary. We can't wait to meet you! | 3                                    | 10  | yes  | April/May 2021                      |
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