



Kickstart placements at SYHA

Our vacancies

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| Job Title: Work & Wellbeing Support Assistant (2 vacancies) Ref: SYHA/12 | Department: Work & Wellbeing Services |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| <p>At SYHA we run a number of employment support programmes for people with physical or mental health conditions. Our aim is to support individuals to find employment opportunities that match with their preferences and needs.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - To work alongside our Work and Enterprise Coaches to help their customers achieve their employment goals - To support Work and Enterprise Coaches to reach out to employers - To promote our service to stakeholders/partners - To help our central team to perform quality checks on systems - Participate in team meetings and share best practice and learning across teams | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |

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| Job Title: Work & Wellbeing Administrative Assistant Ref: SYHA/5 | Department: Work & Wellbeing Services |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| <p>At SYHA we run a number of employment support programmes for people with physical or mental health conditions. Our aim is to support individuals to find employment opportunities that match with their preferences and needs.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - Provide administrative support to Work and Enterprise coaches - Monitor customer facing communication channels – phone, social media, emails - Support the project with data quality/data cleansing activities - Provide 1-1 digital/systems support to coaches (full training provided) - Maintain and update the Work and Wellbeing SharePoint presence | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |



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| Job Title: Leasehold Administrative Assistant Ref: SYHA/11 | Department: Leasehold & Service Charge Team |
| Salary: National Minimum Wage | Working hours: 37 hrs/ week |
| <p>The Leasehold & Service Charge Team provide support to our customers who have bought their properties. We deal with general housing management and the shared ownership sales process.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - Dealing with enquiries from residents and other customers via email, telephone and letter - Assisting the team with routine administrative tasks such as filing, word processing, printing, data input onto our databases as necessary - Assisting the leasehold team with admin tasks relating to our processes such as service charge, annual rent increase, shared ownership sales etc (on-the-job training will be provided) - Helping prepare information to be issued to customers on leasehold management - Help to produce routine management information as required in liaison with other teams/departments | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |

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|---|--|
| Job Title: Employer Partnerships Assistant Ref: SYHA/6 | Department: Work & Wellbeing Services |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| <p>At SYHA we run a number of employment support programmes for people with physical or mental health conditions. Our aim is to support individuals to find employment opportunities that match with their preferences and needs.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - Promoting our service to employers via email, social media and using proactive outreach - Provide admin support for our jobs board e.g. uploading vacancies to the jobs board, sourcing candidates via our networks and providing recruitment support (full training provided) - Provide monthly reports on our employer engagement activity across the team - Work closely with the Programme Lead and Employment Specialists to grow our customer base and employer vacancies | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |



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| Job Title: Programme Coordinator Ref: SYHA/7 | Department: Customer Collaboration Team |
| Salary: Hourly rate- £13.11 | Working hours: 25 hrs/ week |
| <p>The Customer Collaboration Team is all about making sure our customers' voices are heard. It's about working in partnership with our customers and tenants and getting them involved in the decisions that impact them.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - Basic project management (We can support with developing tips & techniques on this) - Coproduction – working with our customers, volunteers & tenants so that they are involved in the work we do and the decisions we make. This could include organising and supporting sessions and workshops - Supporting teams across our business to gather meaningful customer insight and to include our customers in service design, delivery, evaluation and governance - Facilitating engagement work with customers, including customer panels, existing consultations and community grants - Supporting activities that put customer voice, involvement and scrutiny at the heart of what we do. | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |

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| Job Title: Administrative Assistant Ref: SYHA/9 | Department: Rotherham Thursday Project |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| <p>The Rotherham Thursday Project provides housing-related support to those who have recently experienced a period of homeless or are at significant risk of homelessness. The administrator role will provide office support to the Project Lead and the staff team.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - fielding telephone calls - Assisting the team with routine administrative tasks such as filing, word processing, printing, minute taking, data input onto our databases as necessary - receiving and directing visitors to the project - creating spreadsheets and presentations - completing quarterly reports for commissioners | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |



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| Job Title: L&D Content Developer Ref: SYHA/4 | Department: The People Team |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| Based in our People Team (HR), this role will primarily work within Organisational Development and is focused in learning and development. | |
| Main duties: | |
| <ul style="list-style-type: none"> - To build a variety of online learning across all mediums including, blended, e-learning and video solutions. Regularly review, modify and update content - Support the OD partners in the design concepts of the online learning solutions - Support the OD team in the creation of a clear governance process for the learning management system, specifically content and reporting - Work closely with OD Partners in the development of evaluation criteria to ensure online training meets the objectives of the business and date is monitored and shared - Support the people assistants in the collation of learning reports and data for the people team and key stakeholders | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |

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| Job Title: ICT Service Desk Operator Ref: SYHA/1 | Department: Computer Services |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| Main duties: | |
| <ul style="list-style-type: none"> - Responding to customers by phone, email and face to face for all IT related incidents, tasks and service requests, and logging them on the ICT Service Desk system. - Prioritising and managing jobs logged on the Service Desk throughout their life cycle in accordance with the published Service Level Agreement, Service Standards and internal policies and procedures. - Providing 1st line technical support for a wide range of desktop and mobile hardware and software including PC's, laptops, thin clients, smart phones, tablets, operating systems and applications. - Support in managing user account administration ensuring details are up-to-date and accurate. - To perform general administration including setting up folders and assigning security permissions and documenting where necessary. - Maintaining an accurate and up to date inventory of all ICT assets. | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |



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| Job Title: Administrative Assistant Ref: SYHA/8 | Department: Housing First |
| Salary: National Minimum Wage | Working hours: 25 hrs/ week |
| <p>Housing First provides secure homes to people who are currently homeless or at risk of becoming homeless due to complex needs which may include mental health conditions, substance misuse or offending behaviour.</p> <p>Main duties:</p> <ul style="list-style-type: none"> - Filing and archiving documents, word processing for correspondence and reports - Dealing with phone calls from customers and external partners as required - Support with collecting data and data input, checking that it is accurate on our recording systems and supporting the Project Lead to identify gaps and monitor deadlines - Support with the planning of meetings. Attend meetings as required, share agendas, taking minutes etc - Arranging repairs as required | |
| VACANCY NOW LIVE | Closing date: 16/4/21 |

How to apply

If you are between 16 and 24 years old, claiming Universal Credit and would like to apply for one or a number of these roles, please speak to your Coach at the Job Centre. You need to apply through the Universal Credit Portal.

You will be asked to submit a CV (if you have one) and your answers to the 3 following questions to the following questions:

1. What has motivated you to apply for this placement?
2. What skills, achievements and experience do you have that make you the right person for this job and how will you use them in this role?
3. What are you hoping to gain from this 6-month placement?

You will also be asked to complete a Survey Monkey questionnaire for diversity monitoring purposes. Please note that for some roles, applicants MUST be 18 years or over and will also require a DBS check.