

Employer Profile



Address: Telephone House, 21 Ward Road, Dundee DD1 1BA

A global business

We're one of the world's leading communications companies, operating in over 170 countries around the world.

We're known globally as a major technology player, pioneering the digital advances that are shaping and driving the information age. Helping people create, collaborate and communicate better than ever before.

Virtual markets, e-commerce, broadband and mobility. The ways people talk and transact are changing. We're busy steering those changes.

At the same time, we're transforming ourselves – to put customers at the heart of everything we do.

The result: a very new and different BT. Sharp-witted, fast on our feet, pioneering new technical and commercial relationships with big businesses and consumers alike.

Benefits:

- Membership of The BT Retirement Plan - a defined contribution scheme providing pension and life benefits
- Flexible working hours and the option to work remotely, where appropriate
- Share-related benefits, including share-save and profit-sharing schemes (available periodically)
- Discounts on some BT products and specially-negotiated prices on other items such as computer equipment, car products, healthcare and dental work, life assurance, holidays, hotel accommodation and financial planning
- Starting salary circa £11,411 pa. This raises to circa £17,000 by the end of the 2 year apprenticeship
- 25 days holiday plus bank holidays each year
- Excellent training and development
- Beat That - great discounts on a wide range of products, travel, holidays, etc
- Free broadband
- Interest-free annual season ticket loans

What we are looking for:

- Communication skills - able to communicate fluently and concisely over the phone
- Numerate - able to understand and perform arithmetic
- IT literate - able to use IT equipment and has good keyboard & mouse skills
- Enjoys working in a team and getting involved
- Displays empathy & ownership
- Focuses on the fixing problems
- Open minded / creative
- Trustworthy

Hours of work:

- We have a variety of shift patterns working across 7 days between 7am - 11pm

Career Opportunities:

It's absolutely in our interests that you have every chance to achieve your full potential. That's why at BT, opportunities to grow and develop don't just come along at the beginning - they're a feature of your entire career. From the word go, you'll have your own Development Action Plan, specially tailored to help you succeed in your job and progress in your career.

Recruitment Process:

We are always looking for new talent to join our team at our Customer Service Centre, and look for people who have potential to become excellent Customer Service Managers.

Vacancies are advertised on our website at www.bt4me.co.uk

- Online application form
- Telephone interview
- Competency based face to face interview