

Employer Profile

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

jobcentreplus

Part of the Department
for work and Pensions

We are a government department contact centre dealing with members of the public who wish to make claims to Jobseekers Allowance, Income Support and Crisis Loans. There are also enquiry lines dealing with queries from members of the public about Social Fund and Income Support. We also manage and process vacancies from employers for our website.

We are a high performing site and with the imminent welfare reforms we will be managing and processing claims to Universal Credit.

We provide a high level of training and ongoing support for all staff and rank highly on our people engagement skills.

Benefits:

- Family friendly policies – Part time, Part year, Job share, flexible working
- Competitive salary
- Excellent holiday package
- Excellent pension scheme
- Optional Trade Union Membership

What we are looking for:

- Enthusiasm
- Flexibility
- Excellent communication skills
- Commitment and passion to provide an excellent customer service
- Ability to cope with pressure and change and still deliver consistent quality customer service
- Ability to work as part of a team
- Basic computer skills an advantage

Hours of work:

- Currently open 8am - 6pm
Monday to Friday

Career Opportunities:

- We are part of the Department for Work and Pensions which is one of the largest Government agencies
- In house training and qualifications
- Developmental opportunities and progression routes

Our Recruitment Process:

- Via Jobcentre Adverts
- Application form – multiple choice questionnaire
- Online test
- Interview

Location:

- We are based in the centre of Dundee which is convenient for travel from all surrounding areas.