



Department  
for Work &  
Pensions

# KICKSTART SCHEME

DWP Bid Unique Identifier

Job Placement title

Sales and Customer Services Assistant

## Job Placement summary

Looking for an exciting and rewarding opportunity working in the sports sector? Try Tag Rugby are looking for people like you! Try Tag Rugby run leagues and events in the sport of Tag Rugby for adults, one of the fastest growing social sports in the UK.

As a company, we are passionate about building communities, improving the health and social lives of our players, and developing our people.

We are looking for an enthusiastic, hardworking and curious Sales & Customer Services Assistant. The Sales & Customer Services Assistant would be vital and provide a central role in the following areas:

- Generate new player leads and players from existing leads for Try Tag Rugby leagues.
- Engage the lapsed player database to encourage players to re-join Try Tag Rugby leagues and activities.
- Develop relationships with colleges and universities to grow Tag Rugby player base from other sources.
- Increase participation from rugby clubs and grow Tag Rugby players from this source.
- Cold calling potential Tag Rugby players.
- Engage with the corporate sector to have higher corporate team participation and launch a corporate themed Tag Rugby league.
- Dedicated to team retention during season change overs. Focus would on contacting teams via email and phone to maximise retention of Tag Rugby teams and players for futures leagues.
- Manage customer services inquiries on our Freshdesk platform.
- Convert warm players leads into new Tag Rugby players.
- Collaborate with media and design manager as well as senior staff to develop social media content and campaigns.

Not only would the successful Sales & Customer Services Assistant have a hand on and integral role in growing Try Tag Rugby's player base, but there will also be other development opportunities and company perks:

- Access to senior managers within Try Tag Rugby for career advice and personal development.
- Exposure to multiple areas of the company for a well-rounded learning experience.
- Valuable Sales & Customer Services experience.
- Opportunities to contribute to other areas of the business such as Refereeing and Venue Supervising.
- Potential full-time position on completion of successful 6-month placement.
- Play in our leagues for free.
- Attend our events and weekend tournaments.

Now on to the specifics:

- The Sales & Marketing Assistant will need to be a current UK resident and based in London.
- The job is office based (Try Tag Rugby HQ) with the flexibility to work from home when desired.
- 25 hours per week with a flexible work schedule. Core hours will be between 9am and 5pm Monday to Friday.
- Availability to work in evenings and at weekends preferable but not necessary.
- National Minimum Wage

We are passionate about our people and our sport, and we are always on the lookout for energetic, committed and talented people. If you want to be part of the Try Tag Rugby community and the continued growth of one of the UKs premier social sports, then we'd love for you to apply now!



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Essential skills, experience  
and qualifications

Previous customer service experience preferred not essential.  
Interest in sport preferred not essential.  
Interested candidates to be confident, committed, eager to learn and enthusiastic.  
Strong verbal and written communication skills  
DBS check required – to be provided by the Employer

Job category (DWP use only)

Number of hours per week

25 hours

Working pattern and  
contracted hours (including  
any shift patterns)

Typical hours will be between standard business hours of  
9am and 5pm Monday to Friday.

Hourly rate of pay

National Minimum Wage

## Details of employability support (training opportunities/mentor)

- Mentoring, career advice and support from management and company owners
- Ongoing on the job training
- Training provided by an intermediary body

The Gateway will be offering very comprehensive employability support utilising specialist partners with extensive experience of delivering this type of support on similar programmes. The employee will be assigned a careers coach to work with them before, during and after the placement and to act as a mentor or coach. We will be offering all the required training that employees must undertake including but not limited to: Time-keeping, Attendance, Teamwork, Communication, Remote Working, Confidence and assertiveness in the workplace. The specific employability courses that will be co-ordinated by their careers coach are: Job searching, CV Writing, Interview Techniques, Setting Career Goals, Developing transferable skills.

We are also encouraging employees in conjunction with the employers to undertake further online or virtual training courses on transferable skills, from a vast range we've managed to source through partners. We will also be signposting to free accredited courses. We'll be offering enrichment activities on taking on big challenges, goal-setting, resilience, attitude, growth mindset, determination, persistence, mental toughness, preparation and how to use the programme as a springboard for their future career and life, helping the employees to significantly increase their chances of making the programme a success. Activities will include talks, guidance, webinars from sports stars, prominent speakers, authors and psychologists. We hope the employees will move to a permanent role at the end of the placement. If they do not, they will have been equipped with improved skills, experience and confidence when returning to the jobs market. Employees will collate this onto a CV and LinkedIn profile in a portfolio format so that they can evidence the new skills, experiences, qualifications and training that they've been given. They will also be presented with a Kickstart certificate from us to reward them for their successful participation in all the mandatory and voluntary training at completion of their six months.

Hopefully, a high percentage of employers will see what these young employees bring to their organisations and the employee will have impressed them during this initial 6 months, so that the employee is taken on permanently afterwards or progress into other employment, an apprenticeship, or further/higher education.

We also realise that there's only so much we can do remotely for the employees so are offering a package of training and support to employers to help them make the placement a positive experience and help them to support the young person to progress, develop, learn and grow.

Company name

Try Tag Rugby Ltd

Closing date for applications

15<sup>th</sup> May 2021



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# **KICKSTART** **SCHEME**

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 Email address 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? Yes/ No/ Don't know	Anticipated start date/s (if known)
	Try Tag Rugby HQ, Southbank Technopark, 90 London Rd, London SE1 6LN	<a href="mailto:jamiewoods@trytagrugby.com">jamiewoods@trytagrugby.com</a> <b>Jamie Woods</b> <b>07480323516</b>	Send CVs and expressions of interest by email to: <a href="mailto:jamiewoods@trytagrugby.com">jamiewoods@trytagrugby.com</a>  Telephone inquiries and applications can be made to: <b>Jamie Woods</b> <b>07480323516</b> Calls to be made between hours of 9:00am and 5:00pm Monday-Friday.	1 (one)	15	Yes	As soon as possible