



**Independence Brokerage Services CIC (INCIC), On behalf of Independence
Tradespeople Ltd (ITP) Employment opportunity**

Job Title:

Software Support and Client management

Job role Information & Background:

INCIC works with multiple councils across the country to deliver bespoke software enabling them to procure government funded grants to elderly, disabled and vulnerable clients. Our software system and its user base are constantly growing, in 2023 INCIC expects a steep incline in government grants to be procured using its software through an increase in council sign ups.

With this, our existing client management team will require additional support. This job role is not one that can be learned within a week, new starts take a while to adjust to our eco-system of software which may take the course of multiple months to master, and then to be able to deliver instructions to clients effectively.

On this account, new starts will be expected to aid in administrative capacities while adapting to the client management role. This will involve aspects such as organizing inspections across the country, answering phone calls & monitoring contractors in our software systems. As you grow into your job role these responsibilities will lessen as you take on a more dominant role in onboarding of clients and introducing/guiding them through our systems.

Job role requirements:

- This job role will require you to be in our **office spaces in Theale, Reading** from **09:00 – 16:00 Monday to Friday**. There will be some flexibility for work from home where requested and agreed.
- You will be expected to work with out senior management team in the office space to take direction and advice on a day-to-day basis.
- Be open to learning and adapting to our software systems which may challenge you at first.
- Be able to communicate effectively and take direction in relationship to client meetings, and be able to refer feedback to our development team with any relevant user experiences.
- **Preferably**, suitable candidates would have a strong understanding of Microsoft tools, interest in IT systems, and have achieved 3 A-Levels.

Work remuneration and benefits:

The starting salary for this role will be **£18,500.00 gross per year**. This will be **complimented** with a **review after your first 6 months** and then **another review 6 months after the first**. Thereafter reviews will be conducted yearly. At each of your first 6 monthly reviews, your



performance will be assessed to measure how well you have integrated into our systems and based on this performance review your salary will be amended to reflect the outcome.

Registering Interest:

If this role sounds of interest to yourself and you would like to discuss further, please get in contact with us using one of the below:

Email: henry@incic.org.uk

Phone: 01474 247 577