**Why Nexus?**

Metro and the wider public transport network is the life blood of North East England. Nexus and the people who work for us are the heart of that network, keeping millions of customers on the move. We make sure our customers are at the heart of everything we do and we employ c.1000 employees to ensure they all have a great experience, no matter where their final destination.

We are proud of our approach to equality, diversity and inclusion. Nexus is committed to supporting and promoting an engaged, diverse and inclusive workplace, including its approach to recruitment and selection. We want our workforce at all levels to be as diverse as the community we live in and we welcome job applications from all sections of our community.

**The role – Customer Services – L&D Specialist**

You will be responsible for the development, production, delivery and evaluation of identified customer service training against nationally recognised standards. The training modules will be developed in line with stated knowledge requirements and performance statements. This is a key role within the Learning and Development team; it requires high levels of customer services knowledge and experience.

This is role is primarily day shift but there will be occasions when shift work is required, on these occasions a shift allowance will be paid.

The job will mainly be based at South Shields Learning Centre but there is a requirement to work at other Nexus locations too.

**The person**

We are looking for a person who has worked in a customer services environment for at least 2 years, who also has a relevant level 3 qualification in this subject area.

We are looking for someone who is knowledgeable and keen to share what they know and what they have done with others in a passionate and professional manner to facilitate colleagues learning to be experts within the customer services field.

The successful applicant will be a strong team player with professional credibility and well-developed interpersonal skills. You must have a proactive and flexible approach along with excellent communication, organisation and IT skills.

More information can be found in the job description and person specification.

* be employed within the Council or a local business we work with
* earn a wage not less than the minimum wage for an apprentice / my age
* follow a structured training programme
* receive both on and off the job training
* develop their skills to ensure they can do the job well

As an apprentice, you’ll undertake your programme during your normal work time. Your employer will be expected to release you to study at least one day a week in our training centre as part of your paid time at work.  
  
Although the programme can be demanding, it is also extremely rewarding and career progression for apprentices is excellent. Over 90% of our  apprentices move into a higher apprenticeship or full employment on completion. **What can Nexus offer you?**

* Salary £ 26,456 to £39,688pa
* 27 days annual leave, plus bank holidays
* 36 hours per week and the opportunity to work on a flexi basis, within the demands of business need
* A suite of work life balance policies, including Homeworking Policy
* You will be automatically enrolled into the Local Government Pension Scheme (LGPS) Contributions are 6.8 – 8.5%of Gross Pay.
* Free travel within Tyne and Wear on Metro, Buses and the Shields Ferry
* Access to an Employee Assistance Programme and a healthcare scheme for you and your family

**How to apply**

Download an information pack from nexus.org.uk or email [recruitment@nexus.org.uk](mailto:recruitment@nexus.org.uk)

Closing date for application is **9th March 2021.**

If offered a position with Nexus, we will provide a conditional offer subject to passing a satisfactory medical assessment by a Nexus specified Medical Officer, satisfactory references and evidence of relevant qualifications

**Other information**

Nexus is doing everything it can to review and respond to how we approach our selection and induction processes during the Covid-19 pandemic.

At Nexus, the safety of our employees is the first thing we consider every day and we are being as flexible as we can to make the recruitment process as safe and as smooth as possible.

The spread of Coronavirus presents new challenges in making sure our workforce is protected, while we continue to provide safe public transport for our passengers.

We follow closely the advice from Public Health England and update our risk assessments regularly in line with the evolving detailed Government guidance to keep our employees safe.

Nexus work within a suite of policies, which will be available to you when successful in a position.

**Come and be part of our story**



