

# Up Moving On

Supporting East Sussex residents, living in supported and temporary accommodation, to secure an apprenticeship or employment, and permanent housing.

**Employer:** Howdens Joinery Company

**Location:** Newhaven Depot, East Sussex

**Hours:** Total hours per week: 40

**Role:** Apprentice Business Developer – Level 2  
Customer Service (Intermediate Apprenticeship)

**Salary:** £15,000 per annum

## What is the job?

The Howdens Joinery Company offers a range of kitchens and joinery products specifically designed to meet the needs of modern living; complete with a full range of accessories, built-in appliances, work surfaces, sinks and taps.

## As a Business Developer apprentice you will learn to:

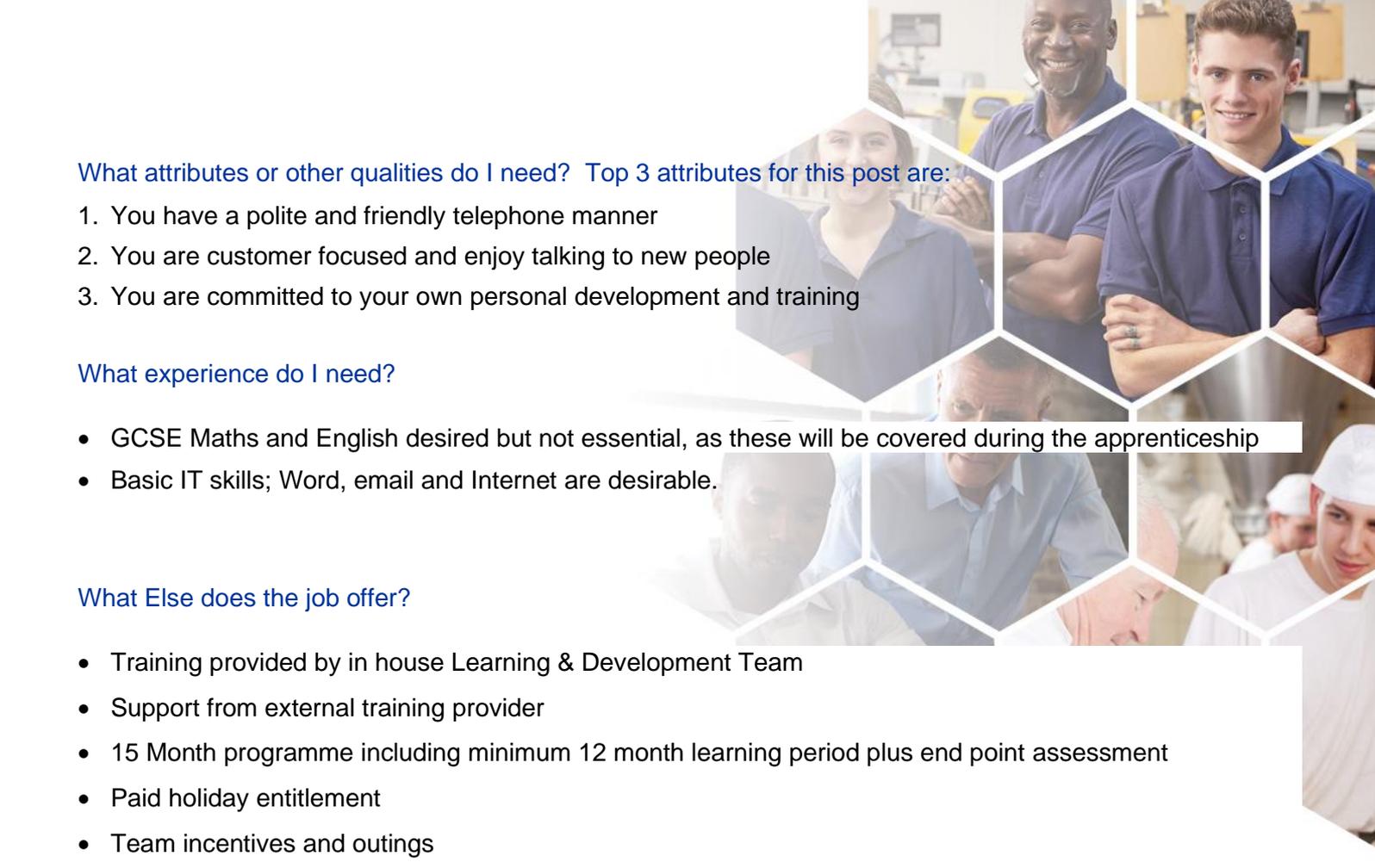
- Use creative marketing materials to promote Howdens products, depot events and sales periods to new and existing customers
- Keep in touch with both depots lead banks regularly via the telephone and using our customer engagement messaging tool
- Develop long term collaborative relationships with customers
- Proactively gain new accounts, repeat business, and generate qualified leads for the team through outgoing sales calls

Provide potential and existing customers with the highest level of customer service.

## What skills do I need? The top 3 skills for this post are:

1. You have strong communication skills and are able to build good relationships with customers
2. You have good organisational and planning skills
3. You are target driven; this means that you are motivated by a goal designed to help your team to achieve results





What attributes or other qualities do I need? Top 3 attributes for this post are:

1. You have a polite and friendly telephone manner
2. You are customer focused and enjoy talking to new people
3. You are committed to your own personal development and training

What experience do I need?

- GCSE Maths and English desired but not essential, as these will be covered during the apprenticeship
- Basic IT skills; Word, email and Internet are desirable.

What Else does the job offer?

- Training provided by in house Learning & Development Team
- Support from external training provider
- 15 Month programme including minimum 12 month learning period plus end point assessment
- Paid holiday entitlement
- Team incentives and outings
- Staff discount on Howdens products

**Closing date:** 10<sup>th</sup> April 2022

Additional information:

‘At Howdens we invest in our people and provide thorough on the job training and excellent career progression opportunities. We have been awarded a place in the top 25 Best Big Companies to Work for in recognition of excellence in the workplace.’

‘We are proud of our substantial growth and remain committed to success through the expansion of our local depot network. Despite its scale, Howdens remains a local business with traditional values and we are seeking talented people to help us continue to grow our business.’

To find out more about this post and the extra support offered to help you apply, including how to access bursary payments on the Moving On Up programme, please email: [movingonup@sussexcommunity.org.uk](mailto:movingonup@sussexcommunity.org.uk)  
Please note that referrals must be made by a support worker or other professional who supports you.

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