

Greater Anglia appeals for young people to take part in customer service trainee scheme

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Young people in East Anglia are being invited to take their first steps into the world of work thanks to a Greater Anglia training programme.

The train operator is looking to welcome young people onto its Customer Service Traineeship course which offers work experience placements for 16-24 year olds.

The eight-week programme combines education and training to support young people who are currently out of mainstream education or employment and are looking to develop their skills for apprenticeships, sustainable employment, and further learning.

Trainees spend four weeks learning in the classroom followed by four weeks on a work placement at an allocated station where they can shadow customer service colleagues to gain experience of a variety of roles.

At the end of the course successful trainees receive a Level 2 Certificate in Principles of Customer Service, a Level 2 Award in Employee Rights and Responsibilities and a Level 1 Certificate in Foundation Learning

and Employability Skills.

Applications can be made at apply.greateranglia.co.uk/vacancies/8600/ or by sending an email to earlycareers@greateranglia.co.uk before Sunday 16 October 2022.

Viktorija Novikova, Greater Anglia early careers and apprenticeships Manager, said: “Over the last five years we have offered traineeship opportunities to young people who are currently out of mainstream education or employment.

“We find that these types of courses can really help to motivate teenagers and young adults through practical work experience and they benefit from getting an insight into the typical tasks they will be expected to undertake in full-time employment, as well as the opportunity to follow in the footsteps of many other young people who have successfully completed the programme and progressed into full-time roles with us.”

The programme is one of Greater Anglia’s diversity and inclusion initiatives that helps provide young individuals with inspiration and insight towards roles in Greater Anglia and rail careers in general.

For more information about the course visit careers.greateranglia.co.uk and search for Admin Trainee under vacancies.