

SSCL LAUNCHES DEDICATED CUSTOMER SERVICE APPRENTICESHIPS PROGRAMME



Shared Services Connected Limited (SSCL) silver winner of Best Outsourced Large Contact Centre in the UK National Contact Centre Awards has launched its first Customer Service Apprenticeship programme.

Over the last twelve months SSCL has developed and deployed multiple innovative solutions, revolutionising how customers interact with services and systems with the ‘Customer First’ ethos at the heart of everything it does. The company is recognised for the sheer size and scale of what it delivers, the standards of service delivery and the ongoing investment in digital solutions that continually improves outcomes for its clients and ultimately UK citizens.

Working in partnership with local educational institutes to develop talent pipelines, SSCL’s aim is to attract and recruit talent from within

local communities to its apprenticeship programme, supporting their ever-increasing contact centre needs.

The initial pilot programme will welcome 10 customer service apprentices into SSCL Government Contact Centres in both Newcastle and Newport. Working with training provider ALS, the apprentices will be supported every step of the way by a dedicated training advisor. They will be given help and guidance to complete the Diploma in Customer Service and ultimately gain their Customer Service Apprenticeship.

SSCL in 2022 has achieved four accolades as a Great Place To Work (GPTW) - ranked in the top 20 of super large organisations, for Wellbeing, as a Tech company and also as an organisation that supports women. The company is proud of who it is and what it does and as a value-based organisation, it has a strong commitment to social value. SSCL sees this is an opportunity to positively contribute to the social, economic, and environmental wellbeing of local communities; creating jobs, tackling economic inequality, and providing opportunities to those who are under-represented, or unemployed.

To find out more about the SSCL Customer Apprenticeship Recruitment Campaign, visit www.sscl.com or [SSCL Careers](#).