



LAUNCH PAD

Your career starts here



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What is LAUNCHPAD?

2 **Not sure what you would like to do for a career? Want to get into something that will keep your options open for the future? JT Launchpad gives you an opportunity for a professional career path without the need for A-levels or a degree.**

We're recruiting in both Jersey and Guernsey, where recruits will start their career in one of our lively customer facing areas including our Retail Store or our Contact Centre.

There you will gain a wealth of experience and a deeper understanding of the diversity of our business which will give you a stepping stone for further opportunities to grow and progress. JT Launchpad is a programme which develops a wide range of highly transferable skills and includes personal coaching.



Entry requirements

JT Launchpad is open to:

- ✓ Anyone aged 17 or above
- ✓ 5 GCSE passes or equivalent including Maths & English
- ✓ Confident and friendly
- ✓ Great communication skills
- ✓ Entitled status to work

JT Launchpad is part of our long-term commitment to our Island community, offering local talent a new and exciting opportunity in the workplace.

If you're an enthusiastic and motivated individual who would like to join our business, we'd love to hear from you.



Skill Development Areas

1. **JT:** Our brand values, purpose, strategy, strengths and brand essence
2. **Who is JT?** An introduction to the different business areas, their contribution to JT and the services they provide.
3. **Getting settled in:** Systems, company policies, why we do what we do
4. **Customer Experience:** Going the extra mile
5. **Product knowledge:** Introduction to JT products and services
6. **IT:** Microsoft Office, Excel and Word
7. **Introduction to mentoring**

Training

1. **Sales skills:** Understanding the selling process / techniques and how to use them in your role at JT
2. **Communication skills:** Learn about the importance and different methods of communicating
3. **Prioritisation skills:** How to get on top of your 'to do list' and how to ensure you achieve your goals
4. **Mentoring / coaching skills:** An introduction to the JT framework
5. **Personal impact:** Learn how to best present yourself and build relationships in every business situation
6. **Finance:** Understanding budgets, costs, revenues & EBITDA
7. **HR:** Employee and employer responsibilities and employment legislation
8. **Feedback skills:** How to give without conflict and receive to continually develop
9. **Difficult customers and conversations:** How to deal with someone who's angry or upset and diffuse the situation

What will I
LEARN?

Commitment

By the end of this Launchpad programme you will;

1. **Understand JT standards and be able to promote JT from an internal and external view**
2. **Be able to provide exceptional customer service with your acquired skills**
3. **Completed a personal plan with next steps to continue to develop a widely varied career**

We're proud to have been a part of the community for over 120 years. Here are some of the ways we are helping you stay better connected...



12,000

People were at live events that we supported last year



175k

Landline, broadband and mobile services across the channel islands.



65

September 2022 eNPS (Employee Net Promoter System) score



£40,000+

donated to our chosen charities in 2021

www.jtglobal.com

JT
TOGETHER

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