

Client Support Professional Recruitment Specialists

Thank you for showing your interest in this new, exciting way of working from your own home taking customer service calls for well recognised UK businesses. Please do read through the rest of this documentation very carefully, as it contains lots and lots of important information regarding these roles, as well as how best to go about applying if you are interested.

The technical term for the type of work that we are presenting you with here today is called 'Home-shoring', and it is expected to play a very important part in the future of 'Call Centre Work' here in the UK.

A few of the well known companies who already employ 'Home-shoring' practices within their own organisations here in the UK include the AA, British Gas, BT, Gala Bingo, Photobox and Yell.com.

This type of work has a strong proven track record and these types of positions are becoming increasingly sought after, and so you have been fortunate to discover this opportunity today through one of our many on-line job advertisements.*

PLEASE NOTE:- Before considering applying for any of these positions do ensure that you have good language skills, and the right to work here in the UK on a self employed basis also, as further checks WILL be carried out.

If you currently hold a working visa, then please do ensure that there is at least 12 months remaining on it. Also, please note that Student or Sponsorship Visa's are NOT suitable for these opportunities, as they will not allow you to work on a self employed basis.

FIND OUT MORE HERE:- https://www.gov.uk/prove-right-to-work

Please be aware that there have been no new classes now for over six months, and we do not know when the next class will be. However, if you do continue to sign up with us then you will be notified as soon as the next class becomes available.

Types of Work

The type of work being offered here today is predominantly taking inbound calls. What this means is that the calls will be coming through to you in your own home, over your landline and internet, onto your PC or laptop via software applications and patented routing software directly from the main call centre itself.

You will be taking customers details and confidential information and then processing it within the clients own actual software using your own computer in real-time, as well as helping with whatever other general enquiries the customer may also have.

For example you may take a call from someone who wants to book a holiday, or has broken down, or from someone who perhaps needs some help with their TV or TV package etc.

You can only be trained to service one client / company at a time but it is your choice if you then wish to either add or try out a different company or client in the future.

The clients own computer systems will be made accessible to you on your desktop via your broadband and everything is browser based, so you will be using the very same tools that you would be if your were working in the actual clients call centre itself.

The software companies we use are all leading brand names for example Citrix and Avaya, Adobe etc, and we have found them to be the very best tools for this type of work as they incorporate all of the top-notch security features that our clients demand.

Clients/Work

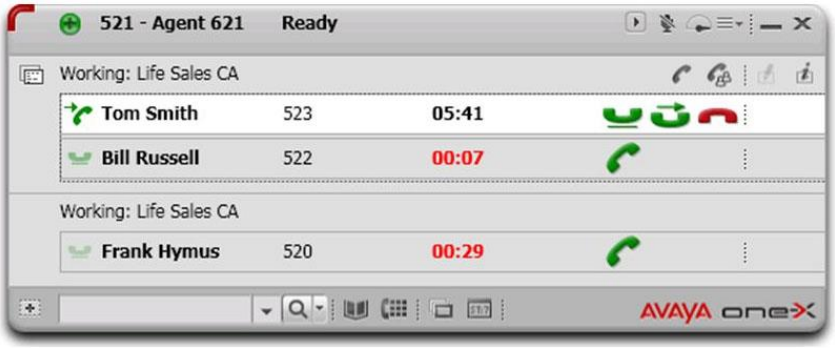
We currently work alongside many UK brand name companies including a Coffee Company, an Extended Warranty Company, an International Holiday Company, and a National Power Company also.

Only after you have officially applied can we then name the actual companies involved, as we have to adhere to a strict non-disclosure agreement that we have signed. And this may be why you have possibly not heard of this way of working before also, as some of the companies that we have contracted to are not yet ready to inform the general public about what we do due to possible stigma.

Servicing Software/Schedules and Hours

This software takes over you own phone line when you log in, and whenever you log out your phone line becomes your own again.

You will never have to pay for any calls while logged in, and this software also monitors how much time you have spent working, so we will always know how much we need to pay you.



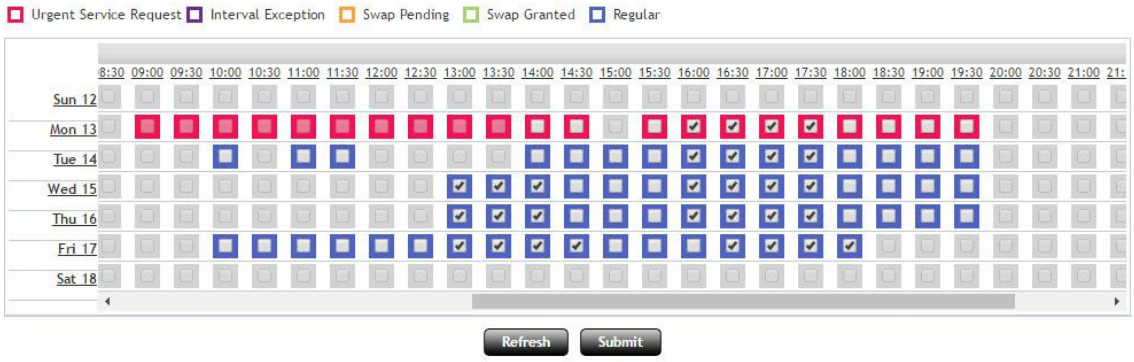
Example of Call Control Panel We Use (Avaya Software)

Highly Flexible Hours

You will be booking your own schedule of hours to service and the actual hours are posted 2 weeks in advance so you can always plan ahead.

Most of the contracts will have a minimum number of hours a week you must work attached to them depending on client needs (usually 15-20 hours). You will get a schedule of hours from which you can select your own hours to service and you can then post them in increments of 30 minutes, usually within a timeframe of 7am -11pm Monday to Sunday depending on which client or contract you are signed up to.

Although there are minimums set, many agents are actually able to do 30-40 hours a week work on a regular basis – but at the end of the day it is mostly going to be you who chooses on which days you will wish to service and at what times.*



Example of our Scheduling Tool (StarMatic)

*Please note that the availability of hours does vary and is not guaranteed.

What equipment do you need?

The items listed below are the essentials that you will need in order to do the job at hand, and although there is an initial outlay involved the costs are minimal really when you consider that you will be gaining the freedom and flexibility of working from the comfort of your own home.

In addition to this these entire costs can be offset against your income tax on your tax return - just be sure to keep hold of your receipts!

1. First of all you will need a PC or a Laptop + Broadband and a Telephone Line. (£Varies)

Many people will already have these items included as part of their household. Please do note however that on each individual program there is a minimum spec that will apply. All connections will also need to be wired (no wireless allowed) and the minimum broadband speed requirements for most clients programs are currently 3.0 mbps minimum download, and 1.0 mbps minimum upload. If you are currently unable to reach these speeds then you may find that an upgrade (to fibre for example) could still be an option for you.

For a complete up to date downloadable systems policy booklet, please visit here:-

https://www.ariseworkfromhome.com/equipment

2. Client Training Course Fee (FREE)

Usually taking approximately 1 month to complete, once you have completed a client's course you can generally expect to start working for that client pretty much straight away, and would start booking the hours you want to work a week or so in advance before the course ends.

Some client's will offer certification incentives as well, and one example of this would be a client who is currently offering an incentive of a £150 cash payment on top of your wages once the initial 3 month contract is completed also.

*Please do note that from July 18th 2022 there will now be a no-show charge of £20 if you enrol on a course and then fail to attend.

3. Background & UK Right to Work Check (Currently FREE)

As part of the Arise® Platform security procedures, each registrant is required to go through a valid Background & UK Right to Work Check. A Background Check contains your criminal history information held by police and government departments within the UK. These documents are also known as a CRB or Basic Disclosure. A UK Right to Work check validates your nationality and what kind of permission you have to work in the UK, including on a self-employed basis.

Arise cannot accept a background check already in your possession. We must perform a new check including a digital Right to Work check.

You will receive an email from PeopleCheck during the enrolment process to complete your checks. Please click and follow the link included. You will then need to submit a copy of your valid British passport, or a valid international passport with the relevant Visas, to be checked and verified.

4. VoIP/Skype Headset. (£10-20)

These are vital to have for all training courses and seminars, and will allow you to communicate with other people via your PC – we have found the USB ones to work better than the Jack Plug Type ones.

If you have speakers and a mic on your PC then you won't need one of these, and some Playstation or XBOX gaming mics may be able to fit your PC also.

5. Office Style Headset & Telephone. (approx £40-50 for both on Ebay)

And finally, of course you will also need to invest in a good phone that can be operated hands free via a headset. The BT Converse 2100 is a good example of this. (RJ11 Headset required)



Training

This is all done through E-Learning, Live Instructor led Classrooms. There is no need to go anywhere as we utilise the latest technology to provide you with everything that you need via your own PC screen.



An example screenshot is shown above. (Adobe is a well known brand of software and this web based application is utilised to help train our agents.)

Only the Live Instructor appears on the Web cam, so you don't need to worry about what you look like at all, although you will be required to speak occasionally as well as answer the odd question!

Training courses usually lasts from between 2 to 5 weeks depending on which client you serve, and consist of up to 4 hours in class per day (Mon-Fri). There are usually a couple of course times to choose from (e.g. 10am-2pm or 6pm-10pm), but you will have to be punctual each day as you would be if you were attending a local school or college class.

During class the Live Instructor will take you through various different slides while at the same time demonstrate to you how the work is to be done, and how to navigate the clients own software on your pc or laptop.

A very high percentage of our agents pass the clients course, and we are always here to offer additional help if required so as to give you the maximum chance of succeeding and being able to provide actual work. However, you will need to be a dedicated and self motivated person, customer service orientated as well as with a strong desire to problem solve.

The course instructor will be someone who started out just like you, but has gained enough experience in the client to know how to teach it back to other trainee agents, and the courses are laid out in a way for us to be able to cater to all learning abilities.

Our Training courses will teach you the basics and more, so that when you go Live taking calls you will have all of the information you need and there is also chat support rooms run by supervisory figures, so that all of the support that you need will be there to assist you even when you are actually working from home by yourself.

There are also rewards for loyalty to the work that you do, with the possibility of advancement further on as you learn the way the work is laid out, so you could eventually be picked out for a chat supervisory role and we always have a remote supervisor to reach out to while people are at work, similar to a Team Manager in a contact centre who are there solely to help, and once again they will have started out in just the same way as you are now also.

Being your own Boss (Self-Employment)

Because of the flexibility of this type of work and the contracts also, your employment status is required to be that of self-employed. There are many financial benefits to being self-employed, it costs nothing to register, and this simple process can be done easily online.

When you actually look into self employment for the first time it may all seem be a bit daunting but we are here to help you and all I can say is that after being self-employed myself for a number of years it has been very rewarding and worthwhile.

You can even claim for things like gas and electric, phone line and broadband, petrol and mileage etc and offset it all against your gross monthly Income as these are all the sort of things that you will need to have in order to be able to do the sort of work that you do anyway.

Also, if you are responsible for paying council tax at all in your home then remember to always subtract any eligible deductions from your income before telling the council your actual earnings in total as this could possibly reduce the amount of council tax that you will be asked for.

As you will be responsible for your own supplies etc, you can also safely tell her majesty's revenue and customs (HMRC), that you will be working a 30 hour week or more even if you are only doing the minimum number of hours work a week required as the remaining hours can be made up by you in other ways, for example if you are in training or revising, maintaining your equipment or keeping up to date with your book keeping etc.

Registering as Self-Employed

If you haven't done so already then before you can start working for any of our clients you will also need to register as self-employed with the government at:-

https://www.gov.uk/log-in-file-self-assessment-tax-return/register-if-youre-self-employed

(Don't worry you can still do this safely if you are currently signing on as unemployed, but of course you must always sign off on the very first day that you start to get paid.)

If you have any further questions regarding this process then you can speak directly with someone at HMRC by phoning 0300 200 3500 either Monday to Friday between 8am to 8pm or Saturday between 8am and 4pm.

Rates of Pay

Firstly, the wage that you receive is set directly by the client themselves and will never be touched by us. You can expect to earn at least minimum wage up to approx £14 an hour or possibly even more depending on your ability and performance.

Sometimes there are bonuses paid which are determined by the metrics (statistics) that you produce i.e. turning up on time will increase your hourly rate as will the quality of the calls, and the average handling time per call will all factor in as well.

Many agents are already earning a regular £13-£15 an hour on average or more, and there is a constant volume of calls coming in and so plenty of work that needs to be done.

How and when will I get paid?

Our agents are always paid twice monthly, approx one week behind, and payments are always sent direct to your bank via bank transfer, usually on the 9th and then the 23rd of each month unless it's on a weekend when it will usually be sent a day or two either side.

Platform Costs

It is important that we let you know now that our partners do charge a bi-monthly platform rental fee of £10 every pay cycle, and that there is also a 5% of total earnings bi-monthly admin fee, which has a minimum of £21.

What this means is that for every pay cycle (half month) that you work and earn up to £420 or less, then you will be charged the minimum total fee of £31. And, if you were to earn £840 in a pay cycle for example, you would then be charged a total fee of £52.

It is good to remember that while you are working from home you will be saving on some of the usual costs associated with having a job; for example in either fuel or bus/train fare in getting to work and back etc, and of course any platform costs that cannot be met on any given pay cycle do not accrue, and will be waived.

*When registering your interest you will also be given the option to start your own call centre company. If you do choose this option then your platform costs will be reduced to £10 per pay cycle only, however you will also have to deal with all of the other extra costs and responsibilities associated with running your own company.

Registering your interest

Once again we would like to thank you for expressing your interest in our services, and do hope that you have found the information provided here useful. We also hope that you will now be happy to move ahead and 'take the plunge' by completing the following few simple steps in order to fully register your interest:-

PLEASE NOTE:- As long as our referral code information is entered correctly at the point of registration, and you are found to be eligible for the referral fee, then we are able to guarantee that you personally will receive all of any certification bonus (if one is applicable) in its entirety. However, not enrolling on a course within 28 days or less of creating your profile will invalidate our referral. If for this, or any other reason you are found not to be eligible for the referral fee then any certification bonus (first course only) will need to be split between you (70%) and our IBO (30%).

1. Please load up Internet Explorer to ensure correct compatibility and then visit our partner's website at…

https://www.ariseworkfromhome.com/

2. After taking some time to view the page and its contents please continue on by pressing the 'Register Now' button located on the top left hand side of the page…

3. In the About you section fill out your country of residence, full name and date of birth.

4. In the box saying 'Enter referral code' please type:- 1234479

5. In the Contact Info section fill out your email address, mobile phone number and full address including postcode.

6. In the Login Setup section please choose your Username and Password, and then tick the relevant boxes to agree with the Non-disclosure Agreement, privacy notice and terms of use, etc.

7. After this you will then be asked to validate your email address by entering a confirmation code.

8. You will then be taken to a new page where you can view the currently available client opportunities. Press 'Complete Profile'.

9. Tick the boxes to confirm that you are over 18, and to confirm your understanding that this is not a permanent offer of employment also.

10. Select 'I want to work for someone else'. Then enter our Service Partner ID, which is:- 73410

11. Once this has been done please just drop us a quick line at affiliations@triggerfishstudios.co.uk to let us know that you have chosen to affiliate with us as we will then need to manually confirm your affiliation at our end.

12. You will then need to sign another Agent NDA.

After this has been done we will then need to finalize your application before you will be able to finally view all of the clients offers that are currently available to you on the dashboard.

If you find the dashboard to be empty then this will mean that all of the currently available classes are full, and so you will have to wait for a new one to become available.

When you choose to enrol on a clients program there will usually be a short telephone interview with an automated (or possibly live) admissions specialist also. Please make sure that the room you do this from is absolutely quiet as the assessor will be listening out for any background noises and do remember that if the interview is automated and you are not happy with your answers then you can always record a second attempt.

At the point of enrolment you will be asked to provide your CRB/DBS details. Do not worry if you do not already have one as you will also be provided with all of the necessary details that you will need in order to be able to successfully get one.

Once you have successfully registered your profile with us you will also be eligible to attend a 'new user information session'. Full details of the current information sessions and the times that they will be running can be found here:-

https://www.ariseworkfromhome.com/events/category/new-user-information-session

If at any time you wish to contact the Arise registration department then please follow the advice at:- https://www.ariseworkfromhome.co.uk/ufaqs/contact-arise-registration-department/ There is also an online contact form you can use at:- https://www.ariseworkfromhome.co.uk/talk-to-us/. And, of course our very own facebook page that you can visit as well.

While we do appreciate that this may all seem a little bit in-depth, as we are not able to actually physically interview anyone and we really do need to be able to make sure that you will be able to do this type of work remotely from your own home, we have found that this process is the very best way of vetting all of our potential agents coming through.

You may also receive a follow up call from either ourselves or our partners at Arise, as we all really do want to try and help you succeed and touch base.

From now on you are beginning to start with your journey in working from home with us, and you can rest assured that you will have access to some of the very best tutors and guides available for these types of programmes here in the UK.

We wish you every success!!!

Kind regards,

Mr Joby Wood
Managing Director

Triggerfish Studios Ltd
Registered in England and Wales No: 08502392

