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# Redcentric Set Go programme

*August 2020*

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# About

The Redcentric Set Go programme aims to provide a comprehensive insight into a mid-range business, the IT industry, and the fundamental divisions of a business. During your work experience time we aim to assist you in understanding how you can utilise your strengths and find the right role and division for you to thrive. Our programme is built to enhance your confidence and basic skills to prepare you for job interviews and entering the world of work.

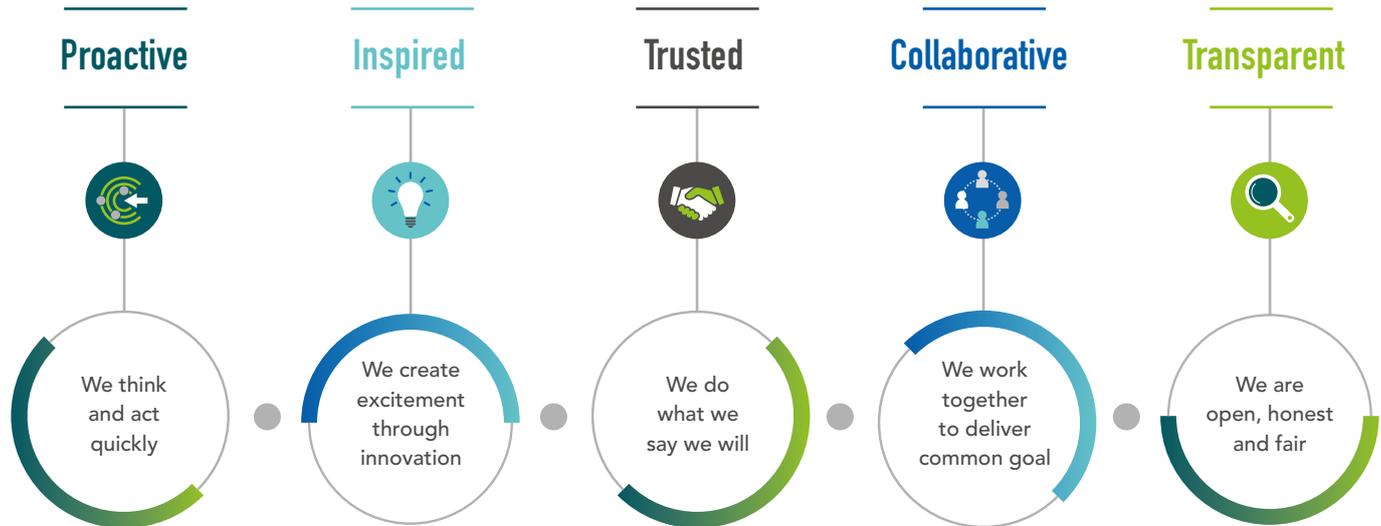
## Why choose Redcentric?

Our company values are bold, concise and at the forefront of what we do and how we do it. Our Redcentric Set Go programme has been created using these values and will be delivered using the same. We are motivated to inspire young people with enthusiasm to learn and be part of an innovative business set to achieve.

Completing work experience at Redcentric is a great opportunity to gain a better understanding of the IT industry at a mid-range national company based in Harrogate. Additionally, it provides you with the opportunity to gain valuable insight into several key areas of business, including sales, marketing, customer service, project management, finance and HR.

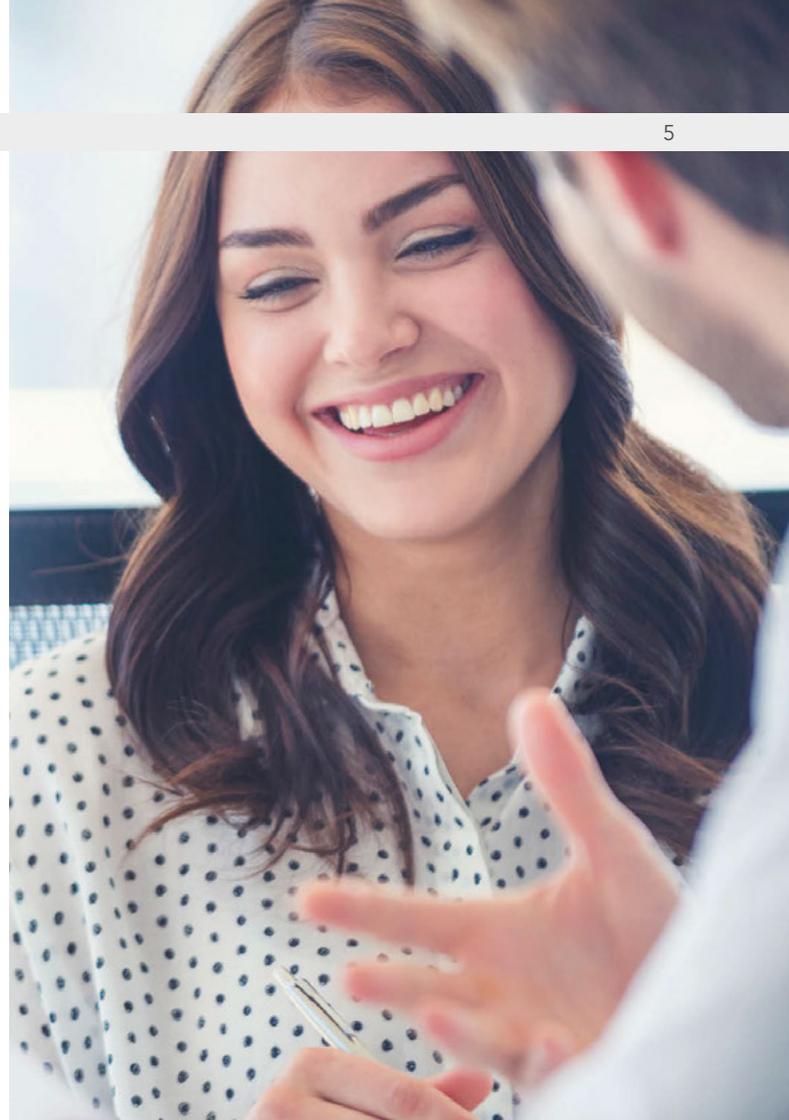


# Our values



## What do we promise to deliver?

Our aim is to design a comprehensive programme tailored to you. The one to eight week programme focuses on your skills and interests, allowing you to **LEARN** new skills, **GROW** your IT and business knowledge and **MOTIVATE** your mind to be open to new possibilities.

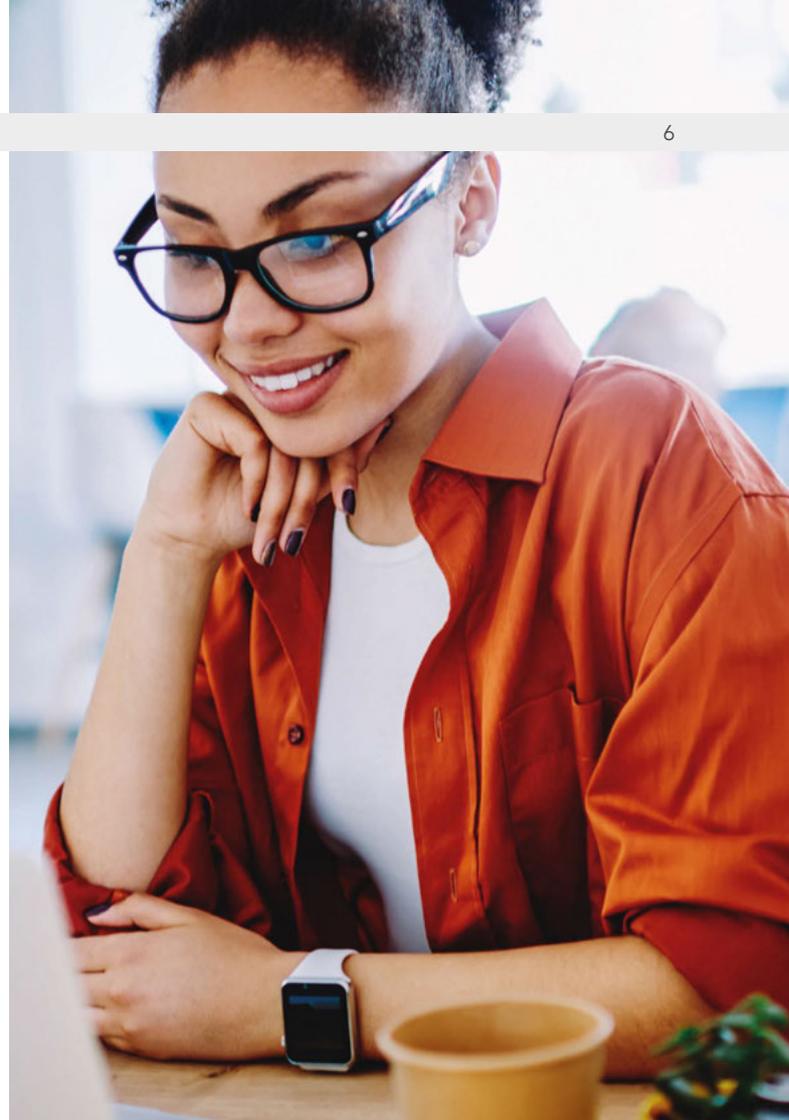


## What will you gain?

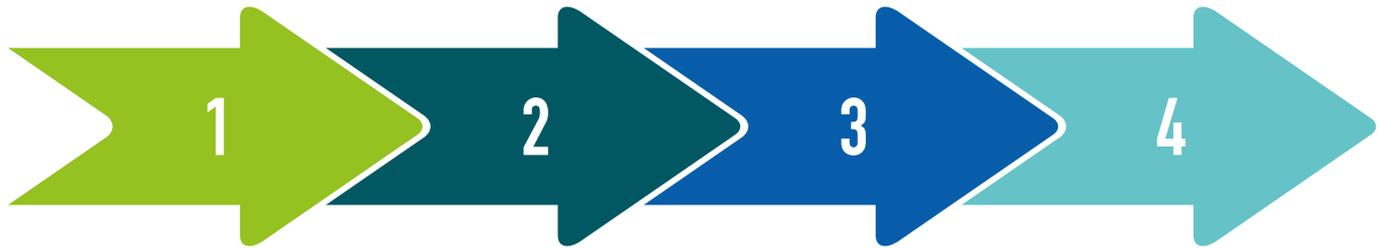
We aspire to bring you the following...

- ✓ **Confidence** and **belief** in yourself
- ✓ **Valuable** and **transferable** experience
- ✓ An enhanced **CV** and **interview** skills

**Are you Redcentric Set Go... then let's begin the journey together!**



## How to apply



Visit our website at [www.redcentricplc.com](http://www.redcentricplc.com) where you will find the Redcentric Set Go application form. Once completed, you will be contacted by a member of our HR Team within five working days.

You will be invited into our head office to discuss your application further at a mini interview.

Following the mini interview, we will devise your Redcentric Set Go schedule. This will be sent to you with a programme pack, that will include information about the company and your selected area of the business.

You are now enrolled as a Redcentric Right Hand. Welcome aboard!

## Are you eligible?

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All school students between 16 and 18 years old are eligible to join the programme.

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Redcentric is a proud partner of Movement to Work, which enables us to offer work experience placements to young adults facing barriers into work.

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# What's possible

Division	Department	Details of work experience
Sales	Marketing	A comprehensive programme that focuses on the forefront of the business. It will deliver a fast paced environment and an exciting insight to how business opportunities arise, are won and managed. Our champions will get the opportunity to shadow the desk-based sales team, which would perhaps lead to them picking up some simple sales tasks – reviewing invoices, raising presales requests & contracts, and education on the sales and account management function.
	New business	
	Solutions	
	ICT	
	Commercial account management	
	Service delivery	
	Support	

## What's possible (continued)

Division	Department	Details of work experience
<b>Operations</b>	Customer service ..... Voice, network and security ..... Cloud and infrastructure ..... Project services and circuit provisioning ..... Technical engineering ..... Platform management ..... IT services ..... Facilities	<p>Customer focused, this in-depth programme looks at all aspects of customer services and delivery to our customers. A proactive department that operates 24/7/365 days per year, you will get an insight into problem solving and methods of how we provide excellent customer service in a timely manner. You will get the opportunity to visit our secure data centre, learn about our technologies and complete hands on tasks configuring, upgrading, deploying and speaking to our customers on the phone, and on-site shadowing our field engineers.</p>

## What's possible (continued)

Division	Department	Details of work experience
<b>Finance</b>	Credit control	This professional and demanding department is fundamental to keep the business operating. The programme will include insights into the relationships we have with our customers and how we manage money coming in and going out of the business. You will get the opportunity to complete credit control calls and look at basic queries such as sending copy invoices, cash posting, cash allocations, customer statements, customer backing data and SBS calls.
	Billing	
	Purchase ledger	
	Decommission	
	Commercial finance	
	Provisioning	
	Assurance	

## What's possible (continued)

Division	Department	Details of work experience
HR and admin	Human resources	At the heart of the business, HR work closely with the board of directors and all employees to provide a strategic, fair and robust service to its customers. This programme provides an insight into areas such as recruitment and onboarding, employee engagement, learning and development, reward and recognition to name a few. As part of this programme you will learn basic office skills in Excel, Word and PowerPoint. Gain knowledge of in-house systems and how to use them. Greet our customers attending the office and answer incoming calls.
	Reception	

## Added extras

The following features will be part of your programme – we believe they will provide you with fundamental skills and knowledge that will assist you in the future.

You will attend a 30 minute mock interview and receive constructive feedback and additional interview tips.

Have access to our Learning Management System, which will allow you access to hundreds of business related modules and information which includes mental health at work, health & safety at work, and more.

Complete a mini project to receive a certificate following completion.

You will receive a Redcentric branded welcome gift pack.

Try our brain teaser quiz to stimulate your mind.

Use our strengths exercise to help you focus on your main strengths and how to use them.

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## HEAD OFFICE

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