



K.BELL DKTS LIMITED



#WPEP-2450166



Kandoy House, 2 Fairview Strand, Fairview,  
Dublin 3, D03 R8P3



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



27/05/2026



22/07/2026

## How to apply

### Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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## Business Operations & Marketing Support Assistant - WPEP Scheme

### Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

### Job Description

Kendlebell Fairview provides premium call answering, virtual office, and bespoke business support services across Ireland. Through the WPEP, we are committed to providing a structured, supportive learning environment. We are offering a placement for a participant to gain comprehensive, hands-on experience in modern business operations, combining customer service with contemporary sales and marketing strategies.

Under the guidance of an experienced mentor, the participant will develop transferable skills in professional communication, customer relationship management (CRM) systems, digital marketing, and office administration to enhance their future employability.

The participant will receive regular, structured feedback and one-to-one mentoring in:

#### 1. Customer Service & Professional Communication

Learning Goal: Telecommunications and client representation.

- Learn to answer inbound calls confidently according to specific client guidelines.
- Gain experience capturing detailed message information and logging data into internal systems.
- Develop efficiency in forwarding information to clients via email, SMS, or system transfers.
- Learn how to manage diary appointments and booking schedules.

#### 2. Sales Support & Lead Management

Learning Goal: Understand the B2B sales pipeline and build professional confidence.

- Assist in conducting outbound outreach to prospective business clients.
- Learn how to follow up on warm inbound marketing leads and quotes via phone and email.
- Receive training on how to maintain and update CRM records to track pipelines.

### 3. Digital Sales & Marketing Support

Learning Goal: Gain practical skills in content creation and campaign execution.

- Social Media: Assist in creating and scheduling content on professional channels (e.g., LinkedIn).
- Email Marketing: Help design and monitor email marketing campaigns for client retention.
- Content: Participate in drafting simple marketing copy and newsletters.

### 4. General & Ad Hoc Administration

Learning Goal: Develop organizational and administrative competencies.

- Support the management team with daily office administrative duties.
- Assist with general data entry and digital documentation projects.

## Role Description

This is a training and work experience opportunity, no prior experience in this role is necessary. Accredited and/or sector recognised training will be provided to support your placement. Participants are eligible to participate in the WPEP QQI Work Experience Module which was developed by the Education & Training Boards in collaboration with the Department of Social Protection.

The participant will receive formal/informal training in the following:

Formal Training:

- Data Protection (GDPR) in the Irish Workplace
- Professional Business Communication & Customer Service
- Workplace Health, Safety & Ergonomics
- Introduction to Digital Office Applications (Excel/Word)

Informal Training:

- CRM & Database Management: Hands-on instruction in using dedicated client logging databases and Customer Relationship Management (CRM) systems.
- Digital Marketing Tools: Informal training and mentoring on content scheduling platforms (e.g., LinkedIn) and email marketing software.
- B2B Sales Operations: Guidance on the fundamentals of lead generation, pipeline tracking, and professional business-to-business communication.
- Time Management & Multitasking: Mentorship on how to prioritize administrative tasks effectively in a fast-paced business environment.
- **Sector:** administrative and support service activities

## Career Level

- Not Required

## Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years): 0**