

Role Statement

Contact service advisor / Customer service support advisor/ Senior customer support advisor/ Customer support coach



Why

You'll deliver really good customer service to all of our 90,000 customers and 1,300 internal colleagues, using your skills, attributes and knowledge to help deliver first contact resolution and a seamless customer journey, highlighting where process or procedures could be improved keeping up to date with any changes.

You'll be motivated the continually meet and exceed targets and able to deal with multiple tasks at once.

What



You will be expected to adhere to data protection legislation You'll be a great team player with a positive attitude to support our ambition to be a great place to work.

You'll promote self-service where appropriate, to drive choice and value for money. You will achieve KPI targets, and consistently demonstrate the skills and behaviours expected in line with your skill banding.



You'll ask for help when needed and offer support to others.

You'll take a positive approach to coaching, embracing learning and change with a great attitude.

To help you grow you will find opportunities to develop your skills and with the support of your team coach identify your own personal development needs.

Working within the customer experience directorate you'll have the autonomy and empowerment to challenge decisions and make recommendations for improving the customer journey and experience. This will enable you to play your part in the team, delivering a great contact centre service.

How

