

CLIENT RELATIONS ADMINISTRATOR / OFFICER

JOB DESCRIPTION

2019

Job title:	Client Relations Administrator/Client Relations Officer - G1/G2	Version date:	January 2020
Business area:	Communications, Product and Client Relations Department	Salary range:	Dependent on experience
Full / Part time:	Full Time	Job family:	Customer Service
Reporting to:	Philippa Heal	Location	Ipswich

Purpose

- The successful candidate will be required to perform a number of administrative tasks within the team.
- They will possess excellent communication skills, good attention to detail and be a team player.

Responsibilities:

- Carry out day to day administrative tasks as part of the complaint and risk event life cycles to help drive and deliver enhanced customer service levels.
- Fully demonstrate the ability to identify, receive, resolve or escalate early resolved complaints (ERCs), formals, concerns and redress to ensure the correct client outcome.
- Demonstrate and maintain a high level of accuracy in all administration such that transactions are completed efficiently and promptly.
- Understand and work to deliver all tasks within relevant timeframes for complaints, risk events and Data Subject Access Requests (DSARs) including regulatory timeframes (Financial Conduct Authority, Financial Ombudsman Service, Information Commissioner's Office etc.)
- Complete basic investigation to review customer complaints, feedback and risk events, meeting regulatory requirements and providing a fair customer outcome
- Assist in the oversight of all General Data Protection Regulation individual rights requests (including DSAR) ensuring adherence to regulatory requirements and timeframes
- Interact with internal and external customers via email, secure message, letter and phone as part of each complaint, risk event and individual rights request. Complete politely and efficiently in order to convey a positive image of the business and to build customer loyalty and enhance customer relations
- Generate standard correspondence relating to customer queries and complaints, ensuring clarity, conciseness and accuracy to deliver a high quality customer experience

Qualifications

- 5 GCSE's (or equivalent at grades A-C (or equivalent)) to include English and Maths (essential)

CONTINUED

Knowledge

- Basic knowledge and understanding of industry and regulatory requirements. (Desirable)
- Basic systems navigation skills (including Microsoft packages). (Essential)
- Basic understanding of the customer lifecycle. (Desirable)
- Knowledge of operational functions and processes. (Desirable)

Skills and Experience

- Able to communicate effectively both verbally and written. (Essential)
- Good people and interpersonal skills to build up effective relationships at all levels internally and externally. (Essential)
- Ability to plan own workload to meet business requirements and service level agreements. (Desirable)
- Ability to work well and keep calm under pressure. (Essential)
- Ability to understand the needs of our customers and be focused around customer outcomes. (Essential)
- Relevant work experience. (Desirable)

Treating customers fairly

- Understand the commitments that are made about the level of service during the marketing and sales processes to ensure the area is capable of meeting those expectations.
- Consider the needs of the particular target markets for products and tailor the service proposition to meet those needs effectively.
- Ensure customers are provided with the relevant information at appropriate times throughout the life of products to enable them to manage their reasonable expectations regarding the potential future benefits available.
- Ensure customers have sufficient information to enable them to understand when advice may be required and, where appropriate, ensure customers have access to suitably qualified advisers
- Analyse feedback from all sources to ensure that customers' reasonable expectations of performance and service are met and where failings are identified; provide information to relevant areas to enable changes to be made.
- Organise and manage the provision of service to give sufficient priority and opportunity to customers wishing to change product, switch provider, submit a claim or make a complaint.

Working for Curtis Banks has never been so rewarding...

- Everyone receives a generous salary, fantastic holiday benefits and the opportunity to take part in our Sharesave Scheme.
- Amazing Pension contributions from the business
- Length of Service awards
- Benefits scheme that includes discounts from shops, gyms and many more...