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| **Role Purpose:**To provide excellent front line customer service via the telephone and in written correspondence, in line with our regulatory responsibilities. |
| **Outcomes:*** Answer calls, emails and correspondence from a range of customers including the public and legal professionals.
* Work to set quality standards and targets
* Give correct and relevant information on processes and technical rules to ensure queries are answered on first contact
* Be aware of service levels and how to work in a real time environment
* Keeps up to date and adapts quickly to new processes and information updates
* Work with colleagues in other teams to resolve customer queries
* Willing to help colleagues to get work done
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| **Knowledge, Skills & Experience:** **Essential*** Educated to at least GCSE level (or equivalent) to include English & Maths
* Excellent communication skills. This is both written and verbal
* A background of working in customer service. Experience with high volumes of customer contact is preferred
* An ability to learn how the SRA works and how the Contact Centre supports this
* Able to work in a changing environment. This includes having a flexible approach
* An ability to make decisions and complete own work, getting help when needed

**Desirable** * An ability to learn and explain information to answer complex queries
* Experience of mentoring and supporting new team members
* Is able to handle challenging customers. Queries to be escalated when appropriate
* Can manage own workload whilst supporting others
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