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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 |
| **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 |