

ROLE PROFILE

Job Title	Customer Experience Administrator	Reports To	Customer Experience Team Leader	Location	Bradford
Date Created:	March 2020	Department	Customer Experience	Grade/Band	H3
Purpose: To assist the Department / Customer Experience Team with day to day administration. Providing support to the Department / Customer Experience Team as and when required.					
Main Accountabilities		Key Performance Indicators	Skills & Experience	Competencies	
<ul style="list-style-type: none"> Scanning, categorising and allocating work in Charter to yourself and other Team Members Acknowledge Customer contacts by telephone, email or letter Accurately running reports and calculating PPI / commission redress Dealing directly with both Customers and External parties with regards to PPI redress by telephone, email or letter Dealing with Deceased Customer contacts by telephone, email or letter Assist the Customer Experience Team by dealing with less complicated enquiries / contacts 		<ul style="list-style-type: none"> To ensure all customers are treated fairly Accurately follow policies, procedures, departmental and company standards Prioritise complaints in respect of FCA regulated products using Charter software All briefs and updates are read and understood, and clarity sought where necessary Liaise with internal/external customers/ to ensure enquiries are resolved correctly and efficiently Ensure all Company Policies are completed when prompted to do so 	<ul style="list-style-type: none"> Good working knowledge of Microsoft Word and Excel Knowledge of Mainframe, Financier & Charter Knowledge of Credit Bureaux information Organisational skills to manage workload Using own initiative Keyboard skills Excellent communication skills Ability to be precise and clear both verbally and written PC skills Good understanding and knowledge of general insurance products and of FCA, MOJ and OFT regulatory requirements Excellent communication, organisation and listening skills 	<ul style="list-style-type: none"> Strong communication skills. Able to liaise with other departments and third parties Attention to detail Self-development and knowledge Recognises the need for policies and procedures Work to deadlines Enthusiastic and naturally proactive Needs to be flexible and adapt to situations the job may uncover Quick thinking and non-judgemental, must be able to act on fact Effective verbal and written communication Ability to adapt to an ever- 	
Other Accountabilities					
<ul style="list-style-type: none"> Assist the Department / Customer Experience Team with their day to day administration tasks To Provide administrative assistance to the Department / Customer Experience Team as and when required Producing documentation for full and summary 					

<p>subject access requests</p> <ul style="list-style-type: none"> • Receiving and sorting both incoming and outgoing mail for delivery to the Department / Customer Experience Team • Scanning, categorising and allocating work in Charter to the Customer Experience Team • To assist with photocopying and collation of material in all aspects of the Customer Experience Team role • To ensure that there is sufficient stationery within the Department / Customer Experience Team and to reorder / collect as and when required • Retrieval of answer machine messages left by both Customers, the Contact Centre and other 3rd Parties • Assisting with General Office Admin and Admin Support • At all times comply with Company policies and procedures • To comply with FCA regulations, where applicable • To take reasonable care for the health and safety of yourself and other persons • To be committed to the fair treatment of customers at all time. 		<ul style="list-style-type: none"> • Good understanding of the principles of TCF • Ability to represent the company in a professional manner • Excellent letter-writing skills 	<p>changing situation</p> <ul style="list-style-type: none"> • Reliable and punctual • Reacts positively to change • Ability to work under pressure
Dimensions: Reports to Team Leader within Customer Experience			