

### ROLE PROFILE

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

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