



Role Profile

Job Title: Senior Customer Guide	Role Profile Number: SBC_11123
Grade: Salary:	Date Prepared: 26.02.19
Directorate/Group: Customer Service Registration & Bereavement	Reporting to: Abby Ayre – Customer Service Team Leader
Structure Chart attached:	No

Job Purpose

In conjunction with the Team Leader, assist in leading the team to meet/exceed business objectives ensuring all individual KPI's are constantly hit. Act as a role model to the team, consistently performing to target and demonstrating to our Customer Service Advisors how this can be consistently achieved, whilst displaying best practices. To retain customers by managing and exceeding expectations through delivery of a quality service that focuses on our digital customer channel shift.

Key Accountabilities

- You will be encouraged to grow in your role, and work in new innovative ways
- Assist in the training, development and digital skills of your team to deliver the excellence our customers expect.
- Encourage, support and motivate colleagues
- Organisational, administrative and good spreadsheet skills along with good attention to detail.
- Looking and suggesting ways for continuous Improvements
- Team rotas and holding briefing sessions when required
- You'll also have a high level of accuracy and attention to detail matched by excellent IT skills and, able to extract and manipulate data and provide customer insight.

Knowledge & Experience

- Executive/advanced complaints handling
- Have a strong background engaging and delighting customers in a service environment
- Proficient in Microsoft Office, particularly Excel

- Proven experience of delivering excellent customer service in a challenging environment
- Minimum 12 months experience of handling escalated queries and ensuring swift resolution

Qualifications

- Intermediate/advanced excel skills

Decision Making

Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <p>Typical tasks supervised/allocated to others</p>	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes/No</p> <p>.</p>
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Contacts and Relationships

Working in our Customer Services department. Wide range of internal and external contacts including directors, senior managers, elected members, professional bodies, partner organisations and government functions involving the use of a wide range of interpersonal skills.

Employee Signature:	
Date:	
Line Managers Signature:	
Date:	