



# Customer Service Representative

Department:	Heritage
Report to:	Team Manager, Customer Services
Job Family:	TBC
Career Family / Job Capsule:	TBC
Key dimensions:	
Purpose of the role:  Work as part of a vibrant customer service administration team representing the OneFamily brand. Delivering excellent customer service both in writing and on the phone. Working with multiple systems across our diverse financial services product range.	



Key accountabilities:

You will

- Take ownership for delivering excellent customer service, meeting individual and team objectives
- Respond quickly and accurately to customer questions regarding their OneFamily products
- You will be working with the call centre to support with customer call volumes during peaks times
- Manage online secure messaging and administrative tasks
- Keep up to date with any changes to products, processes and procedures, to ensure the customer is given the correct and relevant information
- Maintain professionalism and confidentiality at all times
- Suggest new ways to improve processes and customer care
- Willingness to learn, be prepared for regular 121's with your team manager and participate in team meeting
- Be flexible as the role will vary dependent on the volume of work

Skills / Experience / Knowledge:

Do you have what it takes to build a career at OneFamily?

We are looking for:

- Experience of delivering great customer service
- Ability to thrive in a fast paced environment to achieve positive results and meet targets
- Feel comfortable talking to customers over the phone
- Good written, verbal communication including attention to detail
- Basic understanding of numeracy
- An ability to learn in a classroom environment and 121 settings
- Experience of working in a team and supporting one another

Values

Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:

- Better together
- Being your best



	<ul style="list-style-type: none"> <li>• Being innovative</li> <li>• Champion the customer's needs</li> <li>• Doing what's right</li> </ul> <p>Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.</p>
Adaptability	This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.
Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

Regulatory

- To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role



- To abide by the Rules of the Society at all times
- To understand and comply with all Group Governance Polices, as appropriate to the role

Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.
Rule 5	You must observe proper standards of market conduct.

Declaration	
I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.	
Job holders full name:	
Job holders signature:	
Date:	