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| **Title :** | Customer Contact Centre Administrator |
| **Employment Type:** | Full time/Permanent  |
| **Department :** | Customer Service, Contact Centre |
| **Location** | Glasgow |
| **Date**  | 15th November 2019 |
| **Recruiter** | Laura Campbell, please send covering letter and CV to Recruitment@scottishfriendly.co.uk |

At Scottish Friendly we want to attract the best talent to help us achieve our vision: **to be a leading UK mutual insurer through innovation, efficient customer services and responsible capital management**. Scottish Friendly is one of the most progressive mutual life insurance offices in the UK with over 150 years’ worth of history in the financial services market. Based in Glasgow, Scottish Friendly is a dynamic and rapidly expanding financial services group dedicated to the efficient provision of a wide range of financial products and services. We employ circa 170 staff and are growing.

As a friendly society, we don’t have any shareholders, so all profits are used for the benefit of the customers. Our people are enthusiastic and passionate about saving and investing.

If you’re inspired to join us, and have the necessary qualities, then this could be the opportunity you’ve been looking for.

The role:

As a Customer Contact Centre Administrator for Scottish Friendly you will be the first point of contact for all our policyholders, customers and Financial Advisor.

**Key Responsibilities:**

* To provide first-rate customer service to all telephone & administration enquirers
* To provide administration support to the Customer Services department
* Answer telephone enquiries from new & existing policyholders
* Answer Financial Advisor enquiries from sales enquirers & IFAs
* Carry out administrative duties including internet, live chat & e-mail enquiries

**You will have:**

* Experience of working in a customer service contact centre environment
* Effective communication skills with an ability to articulate requirements, resolve

issues and manage complex enquiries.

* Good organisational skills
* Experience in Microsoft Office suites
* Great communicator, as well as being highly organised and able to thrive on pressure.
* Experience of working within Financial Services is preferred (not essential)

This role is for 40 hours per week Monday to Friday 8.30am to 5.30pm with an hour for lunch.

We are an equal opportunities employer, we believe diversity brings benefits for our customers, our business and our people. We welcome applications from all individuals regardless of age, gender, disability, sexual orientation, race, religion or belief.