



Title:	Customer Service Administrator - Complaints
Employment Type:	Full time/Permanent
Department:	Client Services
Location	Glasgow
Closing Date	25 August 2021
Recruiter	Angela Higgins, please send covering letter and CV to angela.higgins@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.

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:

Scottish Friendly are looking for a Customer Services Complaint Handler.

It is essential that the successful candidate has demonstrable experience in managing all types of complaint within DISP standards. A technical understanding and experience in dealing with mis-selling complaints, endowment reviews, time-barring, and FOS routines is essential for this role.

Key Responsibilities:

The ideal individual will be responsible for actioning complaints on a daily basis and will be also asked to log new complaints and issue acknowledgement letters

Responsibilities are as follows:

- Dealing with a varied amount of complaints
- Ensuring we reach the correct outcome for the customer
- Ensuring complaints are completed in a timely manner

You will have:

- A strong desire to develop within the complaints department
- Understanding of DISP standards
- Strong analytical and problem-solving skills.
- An ability to communicate with variety of senior stakeholders.

- An ability to complete technical work to a high standard.
- An ability to manage senior stakeholders and challenge where appropriate.
- Excellent Excel and Word skills.
- Familiarity with mis-selling complaints, endowment review's, time barring & FOS routines.
- An ability to work on multiple tasks simultaneously

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. We will consider flexible working arrangements for any of our roles.