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| **Title :** | Customer Service Administrator (ISA) |
| **Employment Type:** | Perm/Full Time |
| **Department :** | Customer Service |
| **Location** | Glasgow |
| **Date** | 10.12.21 |
| **Closing date** | 05.01.22 |
| **Salary** | Up to £23,000 (dependant on experience) |
| **Recruiter** | Charlene McSherry, please send covering letter and  CV to Charlene.mcsherry@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 220 staff and we 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**

Working with the Wealth/ Life department you will have responsibility for the back-office administration, communications and updating of customer records. You will be required to communicate the internal and external stakeholders in written and verbal format.

* Processing ISA deals from initial stage
* Keeping customer records up to date and ensuring the required correspondence is completed in a timely manner
* Liaising with customers and IFA’s via written or verbal communication
* Back Office administration such as applying customers payments to policies, dealing with customer correspondence including referrals from our Customer Contact Centre and issuing statements
* Work with other SF teams to ensure a timely, accurate processing
* Ensure the highest standard of customer service at all times
* Using computer systems to check and update records
* Assist in producing internal and external reports
* To accurately record all information necessary to resolve reported service requests, incidents and complaints, including full and complete log notes
* To take action to keep up to date with changes and share information within the team
* To monitor action and escalate incidents as appropriate to achieve agreed service levels and to keep customers informed of status and progress of resolution.

**Candidate Specification**

* Experience in processing ISA’s
* Preferably some experience or outline knowledge of CASS regulations and/or relevant ISA qualifications would be advantageous but not essential
* The ability to work on your own and as part of a busy team
* A team player and motivated self-starter with a can-do attitude
* The ability to prioritise own workload
* Works well under pressure and can work to strict deadline.
* Strong investigative and problem-solving skills
* Good attention to detail with ability to complete technical work to a high standard.
* Good communication skills – both verbal and written.
* Ability to multi-task
* A helpful and approachable manner
* Competence in Microsoft packages

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.