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| **Title :** | Customer Service Administrator (Quality Assurance) |
| **Employment Type:** | Perm |
| **Department :** | Customer Service |
| **Location** | Glasgow |
| **Date** | 10.12.21 |
| **Closing date** | 05.01.22 |
| **Salary** | Up to £24,000 (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**

Ensuring we deliver excellent service to our customers while treating them fairly a key focus of the QA Team. They aim to continuously drive improvement in customer processes by ensuring feedback is captured and acted upon. They deliver insights on all aspects of customer experience of SF`s operational processes enabling us to drive improvements.

* Reviewing customer service delivery processes and ensuring they meet required and documented standards
* Testing key controls within customer delivery processes are being operated as designed and are delivering the desired customer outcomes
* Identifying and recommending process and control improvements to help drive quality
* Performing trend analysis and reporting to management
* Work with other SF teams to ensure delivery of key development tasks, being a source of knowledge for the department
* Ensure the highest standard of service at all times
* Using computer systems to check and update records
* Assist in producing internal and external reports
* To take action to keep up to date with changes and share information within the team

**Candidate Specification**

* A background in Quality Assurance within Financial Services, preferably with a Life, Pensions and Protection provider
* An understanding of the regulatory environment for a Life, Pensions and Protection provider.
* A clear understanding of what a good customer outcome looks like
* A desire to help drive improvement and deliver great outcomes for SF`s customers
* Confidence to engage with a variety of stakeholders, including team leaders and managers across SF`s Customer Service Delivery Function.
* A strong attention to detail and focus on accuracy
* Excellent communication skills – both written and verbal
* Good planning and organisational skills, including effective prioritisation.
* A helpful and approachable manner
* An accountable manner, be able to work independently and manage personal workloads.

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.