



Role:	In-bound Contact Centre
Employment Type:	Full time/ Part-time/Permanent
Department:	Customer Service
Location:	Glasgow, Blythswood Square
Work Patterns:	Monday – Friday - 40 hours per week Monday – Friday - 20 hours per week between 10.30 – 14.30
How to apply:	Sending CV to angela.higgins@scottishfriendly.co.uk

About Scottish Friendly

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:

You will be handling multiple telephone enquiries regarding bonds, investment ISAs and pensions from new and existing policy holders and IFA's. Carry out administrative duties including internet & e-mail enquiries.

Key Responsibilities:

- Answering telephone enquiries, also responding in writing or by email
- Using computer systems to check and update records
- Liaising with other internal departments where required
- Keeping accurate records
- Processing daily information as required
- Assist in the production of required internal and external operational reports

You will have:

- Telephone customer service experience.
- Microsoft PC skills
- Financial services experience would be desirable.

This role is based in our attractive head office in Blythswood Square with the flexibility to work from home on occasion after full training. Our next colleague will be entitled to a range of benefits including healthcare, enhanced pension, overtime and much more.

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.