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| **Job Description** | |
| **Job Title** | Customer Care Champion |
| **Main purpose of the role** | To monitor, evaluate, respond to and report on customer feedback in the areas of:   * Claims * General feedback * Insurance partners * Feefo * Complaints |
| **Location and hours** | This part-time role is based in our Head Office in St Neots.  20 – 25 hours per week and flexible holiday that could be arrange so that the role works around school term dates.  Hours can be prearranged and agreed to suit the applicant.  There is scope to work from home one or two days per week upon agreement with the Marketing Manager. |
| **Payscale** | Full time equivalent approx. £24 - 26k  There are a range of benefits including a discretionary bonus scheme and a competitive pension. |
| **Reports to** | Marketing Manager |
| **Direct reports** | None |
| **Department** | Central (Marketing) |
| **Key Responsibilities and Deliverables** | Key areas of responsibility in relation to customer satisfaction in relation to claims:   * Obtain and evaluate feedback on claims from all key claims providers. * Support customers with problem claims by intervening and being a supportive enabling factor. * Attend claims partner meetings. * Feedback claims information to the business and marketing team   Key areas of responsibility in relation to the monitoring of general customer feedback   * Review and comment on (where appropriate) on customer feedback online, by letter and telephone (by using recordings if needed) * Monitor online feedback sources. * Speak to customers about their feedback from time to time and acquire additional information or provide support.   Key areas of responsibility in relation to customer satisfaction in relation to insurance partners   * Obtain and evaluate feedback on performance and customer care from all key insurers. * Support customers with problems by intervening and being a supportive enabling factor. * Provide information for insurance partner meetings. * Feedback insurer information to the business and marketing team   Key areas of responsibility in relation to customer satisfaction in relation to Feefo   * Obtain and evaluate feedback on performance and customer care from Feefo. * Become our representative with Feefo and take responsibility for this valuable feedback source. * Feedback Feefo information to the business and marketing team   Key areas of responsibility in relation to complaints   * With the support of the compliance team, perform pre agreed administrative duties and support in relation to customer complaints. |
| **Other Responsibilities** | To build positive relationships with other departments in Lifesure.  To support our customers and care for them at all times.  To improve our customer ratings, Feefo rating, google ranking. |
| **Working Relationships** | The successful candidate will work as part of a small team so will be expected to form good relationships with others and work across the business in a positive and constructive way. |
| **Behaviours** | * Be positive, supportive, discreet, responsible, professional, and fair. * Always striving for high performance in your role and department * Inspire and be motivated to achieve personal, departmental and company goals. * Be an ambassador for change and foster a culture of continuous and never-ending improvement. * Be a Brand Ambassador, demonstrating the Lifesure Values and work towards the Lifesure Vision and Mission in all that you do. * Support your colleagues across the business, operating as one team |
| **Major Challenges** | Initially, the challenge of this role will be to learn the various inputs from insurers and partners, the online sources of feedback and to begin monitoring them.  The successful candidate does not need to have insurance experience; however, it may help if there is previous insurance, FCA or financial services experience.  There may be some unhappy customers to speak with and to support. |
| **Career Progression** | Opportunities may come up from time to time as the company continues to grow. Training is provided on all aspects of the role and support offered as the role develops. |
| **Professional Development** | To be discussed. |
| **Essential skills** | A high standard of written English and spoken English.  Politeness, kindness, professionalism, and genuine customer care.  An awareness of customer care metrics such as Net Promoter Score and Advocates.  IT literate.  Able to analyse, explain and present data. |
| **Desirable skills** | Previous insurance experience  Previous claims handling experience  Previous customer care experience  Having worked previously in an FCA regulated environment or firm  Relationship management |
| **Date of Preparation** | March 2021 |
| **Prepared By** | Patricia Walker |