

Job Description

Customer Complaints Advisor

Part and full time considered

Location: Coleshill	Department: Compliance and Quality
Level: Team Member	Line Manager: Complaints Manager

Primary Purpose and Function

To respond to customer complaints and ensure that you identify and feedback any common issues and concerns.

Key Accountabilities

- Responsible for accurate and timely investigation of complaints in accordance with internal processes and regulatory requirements
- To keep the complaints QBE up-to-date and ensure that we are not in breach of any guidelines or timescales.
- Investigate, analyse and handle resolution of complaints taking into account FCA requirements and Treating Customers Fairly (TCF)
- Liaise with departments responsible to understand position of claim and findings
- Communicate with customers in an effective manner to discuss concerns and confirm the outcome of complaint investigations
- Maintain the Client Dissatisfaction Report on a daily basis and report to the business
- Maintain accurate information to support workflow
- To ensure confidentiality in accordance with GDPR.
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager

Personal Specifications

- Demonstrable experience in a similar role
- General knowledge of claim process
- Understanding of FCA and TCF guidelines
- The ability to investigate and analyse complaints and communicate effectively, using influencing and negotiation skills
- The ability to empathise and listen actively to customers' needs
- Experience of providing written communications to customers

- Previous experience of balancing working to tight deadlines whilst maintaining high levels of quality on a consistent basis
- Previous experience of working with a variety of in-house systems
- Previous experience of working with confidential data
- Intermediate computer skills with working knowledge of Microsoft Word and Excel
- Effectively able to react to business change in a timely manner
- Works with autonomy and proactively suggesting better processes
- Excellent attention to detail
- Tenacious self-starter who is results orientated
- Team player with the ability to work and liaise with people at all levels
- Demonstrable experience of being stakeholder focused
- Diplomatic and approachable
- Have excellent spoken and written communication skills
- Ability to work on own initiative
- To ensure confidentiality of all information in accordance with GDPR
- Demonstrate behaviour in line with Company values; Inspired to innovate, Always Respectful, Fully Accountable, Delivering Delight.