



Student Loans Company

## Job Description

### Job Title: Repayments Contact Advisor

#### Details

**Responsible To:** Team Leader

**Management Authority:** None

**Budgetary Authority:** None

#### **Purpose of the Role:**

- Optimise collection performance by dealing effectively with Inbound and outbound calls and the use of a predictive dialler when required and also through written correspondence including e-mail. Negotiating the highest possible payment on every account or obtaining a revised repayment schedule with the aim of clearing all outstanding monies due in the shortest period possible whilst focusing at all times on Treating Customers Fairly (TCF) principles
- Act as first point of contact for all customers. Ensuring that accurate information and advice is given in response to customers enquiries.
- To provide help and guidance to our customers and ensuring that all calls are handled in line with our Customer Service Strategy and legislation governing the collection of debt while excelling at everything we do.
- Meet challenging targets on a sustained basis.
- Undergo reasonable training as required by the Company.
- To undertake such duties as may be commensurate with the level of the post.
- Adhere to the Company's rules relating to the security of property and information and to report any breach of these rules.

#### **As a member of the Team:**

- To contact customers within SLC's product portfolio (via inbound/outbound telephone, email, and any other contact channel) efficiently and effectively in a professional and courteous manner, demonstrating a high level of customer care, accuracy & attention to detail at all times.
- To identify the reason for arrears accruing and to offer appropriate debt counselling to customers. To obtain a promise to pay from customers and agree a repayment schedule within company and governing legislation guidelines.



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- Using SLC's computer systems, ensure correct documentation is requested and sent to customers.
- You must be Self-motivated, enthusiastic and enjoy working within a results orientated environment, with the drive and desire to succeed in achieving/exceeding targets set.
- Actively participate in performance reviews and personal development
- Attend and participate in regular training sessions that are provided for your development and to retain the skills and knowledge to carry out your role effectively.
- Ensure adherence to Company policies relating to security of property, Fraud, Company computer systems and information and report any breach of these rules to line management.
- Demonstrate in all aspects of the work commitment to quality and a high level of customer service.
- Follow all procedures and guidance for maintaining the security and confidentiality of people,
- Escalate non-standard situations and difficult cases to senior colleagues where appropriate.
- Provide help and assistance to other team members and colleagues and other areas of the business as required to meet our customers' needs.
- Attend and actively participate in team meetings and workshops.
- Willing to undertake required duties to meet goals, objectives and deadlines in a changing environment.
- Observe all the health and safety rules and guidance and take all reasonable care to promote the health and safety at work of yourself and your fellow employees
- In all aspects of work demonstrate a commitment to the SLC's policy on Equality and diversity
- Fully embrace and demonstrate SLC values and behaviours
- To undertake such duties as may be commensurate with the level of the post



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### **Skills, Knowledge and Experience:**

#### **Essential Skills / Experience / Qualifications**

- Minimum standard English
- Minimum standard Maths
- Face to face and/or telephone customer service experience
- PC Literate,
- Customer Focus skills
- Problem Solving ability
- Excellent negotiation and questioning techniques.
- Ability to build rapport with customers
- Good communication/listening skills
- Excellent written word skills

#### **Desirable Skills**

- 12 Month's Collection Experience
- Call Centre Background/High volume call handling experience
- Experience of Predictive Dialler
- Awareness of current Finance Environment
- CAI Accreditation
- CSA Diploma
- Competent in Microsoft Office

#### **About SLC**

The Student Loans Company is a non-profit making, government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK.

We work with Student Finance England, Student Finance Wales, the Student Awards Agency for Scotland, the Education and Library boards in Northern Ireland, Higher Education Institutions and HM Revenue & Customs (HMRC), to provide student support in the UK.

#### **What we do:**

- we pay loans and grants to students
- we pay tuition fees to colleges and universities
- we work with HM Revenue and Customs to collect loan repayments
- we make maintenance payments to school pupils aged over 16 in Northern Ireland and Wales
- we pay bursaries and scholarships on behalf of universities and colleges
- we run all the administration and processing associated with these activities

Our Mission is to enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

We are progressing towards our Vision - to be valued as a digital, customer focused, centre of excellence.