



Student Loans Company

Job Description

Job Title: Customer Advisors

Details

Responsible To: Customer Service Team Leader

Management Authority: N/A

Budgetary Authority: N/A

What do we do at SLC?

At Student Loans Company we help hundreds thousands of people achieve their goals and career dreams by providing loans and grants for them to study at universities and colleges across the UK. We run all the administration and processing of those loans and grants, as well as the payment of tuition fees to colleges and universities on behalf of the UK Government and the devolved administrations.

We are also responsible for ensuring that loans are repaid when they fall due, we do this by working closely with other Government agencies including HM Revenue & Customs, HM Passport Office, Department of Work and Pensions and other delivery partners.

Do you share our vision of providing excellent customer service?

It's not everyone who can talk to people. Sounds strange, doesn't it? But it genuinely is a talent. Being able to listen, understand, build a rapport and help customers. Being the voice and personality of our brand. It's a skill to be proud of. Based in Llandudno we are looking for fluent Welsh speakers to join our team.

As a Customer Service Advisor you'll be the first point of telephone contact for our customers, and that will involve a lot more than just answering questions.

What does this role involve?

We are looking for positive people fluent in Welsh with energy, confidence to be the first point of telephone contact for our customers. You will use your amazing communication skills to provide quality customer service within a fast paced and innovative environment, you will be answering calls from our Customers and assisting them with any queries they have about their Student Loan.

Financial services and call centre experience is not essential but a passion for customer service is.



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What are the working hours?

These roles are permanent positions with no sales. Our opening hours are Monday -Friday 8am-6pm so there is no weekend work. We offer a three week rotating shift pattern based on a 37.5 hour week.

What's in it for you?

There is never a dull moment in customer service - every day is different. We are constantly up skilling our staff to learn new products and campaigns while our structure provides opportunities to progress and develop.

What we offer

- Full time permanent positions
- Free Life Insurance
- Generous holiday allowance (36 days including bank and public holidays)
- Flexi time (pre-planned, subject to business requirements)
- Interest free loans for travel tickets making life much easier
- Generous Final Salary Pension Scheme
- Access to a variety of exclusive discounts
- Childcare Vouchers

What we need from you

- Excellent communication skills
- Fluent Welsh speaker
- Proven Customer Service experience
- Happy to work towards meeting and achieving targets (No sales involved)
- A 'Can Do' Attitude
- Likes to provide solutions to customer queries
- Enjoys being part of a team
- Has an eye for details and accuracy