

## Job Description

### Job Title: Customer Adviser – Contact Centre

#### **About SLC**

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 are responsible for student support delivery in the UK.

#### **Company Mission**

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

#### **Company Vision**

Our vision is to be valued as a digital, customer-focused, centre of excellence.

#### **Job Details**

#### **Overview of department:**

Working in a high volume customer contact centre the role demands the ability to provide effective, efficient and professional approach to handling incoming contacts.

#### **Grade: 2**

#### **Reporting to:**

Team Manager

#### **Budget Responsibility:**

None

#### **Line Management Responsibility:**

None

#### **Job Purpose:**

To provide phone based information, help and guidance to our customers and ensuring that all calls are handled in line with our value of making it easy for our customers and excelling at everything we do.

#### **Key responsibilities:**

- To answer all contacts (via telephone, email, webchat, white mail 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
- Act as first point of contact for all customers. Ensuring that accurate information and advice is given in response to customers enquiries.
- To ensure that for each contact made, accurate and concise information is captured and recorded on the customer's account

- Using SLC's computer systems, ensure correct documentation is requested and sent to customers
- 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, information, premises, equipment and software at the Glasgow Office
- Escalate non-standard situations and difficult cases to Team Leader or other senior colleagues where appropriate
- Provide help and assistance to other team members and colleagues 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 Equal Opportunity
- To undertake such duties as may be commensurate with the level of the post

**Knowledge, Skills and Experience:**

- Standard Grade English and Maths grade 3 or above (or equivalent qualification)
- Computer Literate: working knowledge of: Microsoft
- Word/Excel/data-bases, e-mail
- 12 months face to face and/or telephone customer service experience within a customer focussed business environment

