

# Role Profile – Contact Centre Claims Advisor

**Purpose:** Deliver an excellent customer experience to members who contact the Society through the mediums of telephone, e-mail and web, resolving Member queries by providing guidance and advice about our membership, services, payments and ongoing claims.

**The post holder will:**

- Take personal responsibility to act in accordance with the Society's values, visions and goals.
- Ensure compliance to the Society's policies and procedures to ensure that the principles of TCF are delivered.
- Demonstrate a consistent approach in decision making with regards to all member interactions including claims and authorising/declining services.

**Key Result Areas**

- Authorise claims and support customer enquiries through inbound and outbound calls and emails, ensuring each customer has a great experience.
- Work effectively individually or part of a team striving to deliver an excellent Member experience.
- Be open to business change and respond flexibly to the changing needs of the member and the business. Seek opportunities to identify and highlight areas for continuous improvement
- Take responsibility for identifying training and coaching needs to enhance personal performance and development.
- Take ownership for reporting any risks or breaches e.g. data protection.
- Complaints recognised, acknowledged and resolved with an appropriate Member outcome at first point of contact where possible or escalated appropriately.
- Use initiative and judgement to provide the most appropriate information and advice to help our members navigate the claims journey.

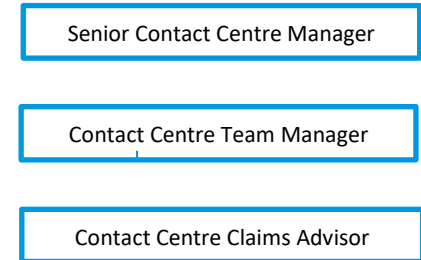
**Measurement/Accountability**

- Achievement of agreed KPI's
- Objectives and targets as identified and agreed during Performance Development Reviews
- Compliance with Society policies, procedures & regulatory requirements
- Behaviour in line with the Society values to support eh goals and vision of the Business
- Knowledge Base usage and interactions.

**Skills and Experience**

- Educated to GCSE/O level or experience of working in a Customer Services/Claims environment.
- Excellent listening and questioning skills.
- Excellent communication and interpersonal skills.
- Proven ability to work in a busy environment to meet member needs and the ability to demonstrate high levels of resilience.
- An empathetic and patient approach with the ability to say 'no' in a positive and constructive manner.
- A desire to succeed and a proven ability to deliver results.

**Reporting Lines**



**Values**

- **Be Caring**
- We know what we do matters
- We're proud and enjoy what we do
- We promote a culture of care, respect, compassion and wellbeing
- We protect the mutual ethos
- **Be Connected**
- We collaborate and share across teams, departments and the business
- We listen to understand each other and our members' needs
- We support one another by having open and honest conversations
- We recognise that we're stronger together
- **Be Brave**
- We embrace change
- We challenge and ask 'why' as well as 'why not'
- We always want to learn
- We are not afraid of trying new concepts and ideas
- **Be Smart**
- We approach problems with a solution mind-set
- We actively seek to improve and be better and we learn from our mistakes
- We spend members money wisely
- We're invested in the future of our business