

## JOB DESCRIPTION

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**Job Title:** Senior Customer Service Representative

**Grade:** C

**Department:** GAYE team

**Main purpose of job:**

- Assist and support the Team Manager with the day to day operation of the team, distribution of workload and achievement of department key performance indicators
- Identify, plan and deliver training to GAYE Customer Service Representatives related to projects, new products and services or changes to procedures.
- To plan and deliver agreed BAU training to GAYE Customer Service Representatives team to include leading the delivery of the induction process for new starters, and delivery of any compliance training as required.

**Responsible to:** GAYE Team Manager

**Responsible for:** n/a

**Job Responsibilities**

- Set daily work plan and distribute workload to the team to ensure that the teams SLA's are delivered
- Closely monitor service provided to priority customers / priority requests, liaising with all teams across the Customer Operations division to ensure that priority is maintained at all times
- Pro-actively review workload of team to ensure that all scheduled work for customers is delivered on time
- Ensure the team positively and professionally communicate with customers and deliver feedback and training through mentoring and coaching
- Develop and update team skills matrix and develop training plans subject to gap analysis to ensure all team members are cross trained on the GAYE product within their relevant area
- Maintain a catalogue of all process guides, to regular monitor and update to ensure that all process guides remain current and accurate.
- Support the Team Manager to review all client feedback to understand root causes and trends and ensure it is used to enhance our processes and products, enabling us to provide an excellent level of service and first rate experience to all our clients
- Provide first line support to team in all areas of the GAYE process
- Lead teams' daily shouts and take part in wider Team Managers meetings in the absence of the Team Manager
- Participate and represent the Operations Division at customer facing meetings, whether remote or in person (as and when required)
- Point of escalation for all matters in the absence of the Team Manager
- Assist the Team Manager to motivate and develop the team to achieve department business goals and achieve excellent customer service



Charities Aid Foundation

- Assist the Team Manager with the team's recruitment process
- Maintaining awareness of and complying with relevant CAF policies and procedures that fulfil legal/audit requirements (e.g., Data Protection and CAF's complaints procedure)

## CAF Behaviour Framework

The CAF behaviour framework sets out in a transparent and consistent manner the explanation of the performance expectations of all CAF people. Using common language and common standard, it combines a set of behaviours with the required technical skills and knowledge needed to effectively perform in any given role with us. This framework is used for the assessment, management and development of performance of all our people.

**Dated:** January 2024

## Person specification

**Job title:** Senior Customer Service Representative (GAYE Team)

**Date:** January 2024

Attributes	Essential	Desirable	How Evidenced <sup>†</sup>
<b>Experience</b> Produce and maintain training process guides / maps Ability to deliver training Understand root cause analysis and implement improvements Working within Customer Service / Operations	✓ ✓ ✓ ✓		A/C
<b>Qualifications</b> NVQ (or equivalent) Level 2 or 3 in Customer Service / Operations		✓	A
<b>Training</b> Customer Service / Operations Interview Skills People Management	✓	✓ ✓	A/C/T A/C/T A/C/T A/C/T
<b>Specialist Skills/ Ability/Knowledge</b> Computer Literate Web Literate Proficient in English (Oral and Written) Ability to identify opportunities and promote appropriate products Strong planning and organisational skills Knowledge of CAF Products and Services Knowledge of the Voluntary Sector	✓ ✓ ✓ ✓ ✓	✓ ✓	A/C/T A/C/T A/C/T A/C/T A/C/T A/C/T A/C/T
<b>Communication</b> Competent in communicating with all levels of staff Competent in dealing with complex queries and complaints Presentation Skills (oral/written) Regularly holds meetings with teams	✓ ✓ ✓ ✓		A/C/T A/C/T A/C/T A/C/T
<b>Personal Qualities</b> Personal drive to exceed targets Demonstrates a positive attitude and ability to motivate self and others Demonstrates ability to coach and develop staff Analytical	✓ ✓ ✓ ✓		A/C/T A/C/T A/C/T A/C/T
<b>Special Conditions</b> Both Kings Hill (Kent) and London office attendance required Working unsociable hours may be required on occasions	✓	✓	C C

<p><b>Prior to Appointment</b></p> <p>All posts:</p> <ul style="list-style-type: none"> <li>• Credit Check</li> <li>• Dow Jones Check</li> <li>• Basic DBS Check</li> <li>• Employment References</li> <li>• Medical Clearance</li> <li>• Right to Work in the UK</li> </ul> <p>FCA Approved Posts:</p> <ul style="list-style-type: none"> <li>• Standard DBS Check</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>		<p>R/E</p>
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**Key**

R = References, E = Evidence/Certificates, A = Application, C = Competency Interview, T = Testing/Assessment

