

Customer Service Executive

Job Level	1b	Job Reference No:	#9601
		Role Review Date	
Directorate	Finance and Social Enterprise	Function	Sales
Service	Red Cross Training	Reports to	Customer Service Team Leader

Scale and scope of role

Direct Reports	0	Indirect reports	0
Budgetary responsibility/ accountability		Accountable for other resources	

Context

We help anyone, anywhere in the UK and around the world, to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

Purpose of the role

Ensure our customers receive agreed service levels and any needs or queries are managed efficiently.

Key Responsibilities

Service Delivery

- Service inbound calls and emails from customers with a strong focus on first contact resolution.
- Work to key performance indicators.
- Coordinate customer workflows by:

- Keeping customers up to date of any changes to their first aid course.
- Ensuring that queries are managed, such as, payment and certificate issues.
- Providing administrative and analytical support.
- Act on opportunities to enhance processes and systems to meet customer requirements.
- Accurately update and maintain CRM and booking databases.

Teamwork

- Collaborate with internal colleagues to share feedback from customers, review processes and procedures and highlight opportunities for improvement.
- Advocate for customers with colleagues - managing internal correspondence and sharing information in a positive and constructive manner.
- Collaborate across teams to ensure that we remain customer focused.

Team Member

- Actively participate in all team meetings.
- Support other team members.
- Develop and maintain colleague relationships via digital platforms to sustain our home and office hybrid way of working.
- Manage adherence to work schedules whilst remaining considerate of colleague requirements.
- Work and behave in accordance with all BRC policies and procedures.
- Commit to personal training and development plans.
- Uphold the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre- engagement checks

Criminal Records

Type of criminal record checks required for this role

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Drivers Checks

> Not required

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone, regardless of, age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Person Specification

		Requirement	Evidence obtained through Shortlisting (S) Interview (I) or Assessment (A)		
			S	I	A
Knowledge and Skills	Essential	<ul style="list-style-type: none"> • Computer proficient • Manage workload and prioritise tasks • Communicate in written, verbal and digital mediums. • Maintain high standards of work 	S S S	I	
	Desirable	<ul style="list-style-type: none"> • Customer service • Form strong customer and professional working relationships 	S	I	
Experience	Essential	<ul style="list-style-type: none"> • Adherence to processes and procedures • Multitasking 	S	I	
	Desirable	<ul style="list-style-type: none"> • Working in a contact centre environment • Work in a target-driven environment • Familiar with quality systems • Collation of information and data 	S	I	
Behaviours	<ul style="list-style-type: none"> > Working collaboratively - pro-actively works across boundaries and hierarchies. > Communicating and influencing – communicates clearly. > Solution focussed – sees basic connections. > Managing personal impact – is open to feedback. 				
Additional requirements	Essential	<ul style="list-style-type: none"> • Ensures inclusive practice and promotes diversity 			
	Desirable				

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act) who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.