

JOB DESCRIPTION / PERSON SPECIFICATION & COMPETENCY FRAMEWORK

Job Title	Customer Services Adviser
Reports To	Customer Services Manager
Department	Business Services
Location	Stoneleigh
Grade	1

JOB DESCRIPTION

Main purpose and scope of job:

- To provide accurate, timely and courteous advice in response to queries from the membership observing the organisations' quality controls and procedures. To handle incoming and outgoing customer calls with courtesy, professionalism and enthusiasm. To work as part of a multi-skilled customer facing team, to carry out research and to support and assist the NFU in the retention and renewal of memberships.

Management and Functional responsibilities:

- Receive record and deal with incoming calls from customers.
- To contribute towards the effective delivery of legal and technical services.
- Identify and deal with cross-selling opportunities.
- Undertake outgoing calls, retention and research, to affinity customers and members.
- Undertake work related to clerical and administrative functions as directed by the Customer Service Team Leader and including electronic communication
- To provide a customer service within agreed Service Level Agreements (SLAs).
- To contribute to team targets and to work to individual targets based upon call statistics and as determined by the Customer Service Team Leader.
- To complete projects and research by agreed deadlines.
- Assist with inter-departmental work as and when required.
- To observe the organisations' customer service, quality controls and procedures.
- Any other duties as required.

General

- Where appropriate, to actively promote the products and services of the NFU and to assist within pre agreed boundaries, with product development and enhancement
- This job description will develop to meet the needs of the NFU and any additional duties will be commensurate with the post holder's grade.
- To be aware of Health and safety legislation and so far as is reasonably practicable, ensure compliance with the Health and Safety at Work Act
- This post is based at HQ Stoneleigh

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COMPETENCIES

		Level
Core Competencies	<ul style="list-style-type: none"> Understanding the NFU Working Together Personal Accountability Communication 	2 – Supporting 1 - Applying 1 - Applying 1 - Applying
Functional Competencies	<ul style="list-style-type: none"> Member Focus Analysing and Problems Solving Representing the NFU Flexibility 	1 – Applying 1 - Applying 1 – Applying 1 – Applying

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge and Expertise	<ul style="list-style-type: none"> To educated to 'A' level standard or equivalent. Excellent computer literacy, to include Microsoft office and the use of database(s). Demonstrable experience of answering calls in a help line situation or customer service practice including in-bound and out-bound calls. Previous experience of delivering first class customer services. Experience of working to customer services high standards. 	<ul style="list-style-type: none"> Experience of a membership organisation To be knowledgeable about farming practices
Communication and Relationship Skills	<ul style="list-style-type: none"> Ability to discuss and explain clearly information to a diverse range of enquirers. To be a confident and effective communicator with excellent verbal and written skills. 	<ul style="list-style-type: none"> Ability to deal effectively and with significant customer call volumes and able to adapt personal style to reflect the range of emotions presented.
Practical and Physical Skills	<ul style="list-style-type: none"> Basic to intermediate computer and keyboard skills Effective use of the computer and telephone equipment. Able to cope with interruptions and changing priorities. Must have good literacy skills. 	

Decision Making and Problem Solving	<ul style="list-style-type: none"> ▪ Ability to address issues and problems and offer appropriate solutions. 	
Financial Responsibility	<ul style="list-style-type: none"> ▪ N/A 	
Responsibility for Information	<ul style="list-style-type: none"> ▪ Ability to make appropriate use of database ▪ Ability to collate information and produce reports as appropriate 	
Responsibility for Supervision / Management	<ul style="list-style-type: none"> ▪ Provide support, assistance and guidance to colleagues as appropriate. 	
Physical and Mental Effort	<ul style="list-style-type: none"> ▪ Must have a passion and interest for customer service ▪ Must have an excellent telephone manner ▪ Must be able to work effectively under pressure and to strict deadlines ▪ Is capable of dealing with a diverse workload ▪ Needs to have a flexible approach Adaptable to change 	
Personal Circumstances /Additional Requirements	<ul style="list-style-type: none"> ▪ Encouraged to live within 40 miles of the post location or willing to relocate. ▪ Full current driving licence (consideration will be given under the Equality Act where applicable) 	

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