

Role Description

Role Title: Senior Advice Centre Expert
Department: Advice Centre (Operations)
Reports to: Advice Centre Manager

Role Summary

The position will be a hybrid role, where you will support and report to the Advice Centre Manager. You will help manage the daily workload for the team, plus continue assisting with customer enquiries and other day to day activities. You will get involved in dealing with EOD's and initial complaints. You will also get involved in training and developing other team members and helping manage the library of training material.

Key Tasks / Responsibilities

- Interacting with our customers through several media channels
- Building and maintaining business relationships with customers and external clients
- Discussing and assessing customers' current and future insurance needs
- Being the first point of contact for new EOD's (Expression of Dissatisfaction) and Complaints into the Advice Centre
- Managing the daily team workload – ensuring the workload is split evenly between the team and planning the day
- Being an expert on Pikl's insurance products
- Arranging insurance cover for customers where you will keep detailed and accurate records of customer data, and deal with transactions. Managing the lifecycle of customer policies and supporting our customers
- Providing innovative solutions for continuous business improvement and efficiencies within the business
- Continually developing knowledge of the Insurance Market and keeping up to date with the latest developments
- Renewing or amending existing policies for customers

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- Support and train new or more inexperienced members of the team on new processes, systems and products
- Help manage the training material library for the Advice Centre team
- Undertaking general administrative duties
- Working collaboratively and supporting other departments
- Being an Ambassador for our brand

About you

- Customer service experience within the Insurance industry or regulated role
- Experience of training and developing team members
- A strong team player who offers support, who can also manage their own time effectively
- Experience of handling customers both on the phone and online
- Ability to 'think on your feet' and adapt to change
- Experience of working within a busy environment
- First-rate communication skills
- Excellent attention to detail
- An intuitive problem solver
- Flexibility and the ability to cope with rapid change
- Initiative, drive and enthusiasm
- The ability to be resilient, and staying calm in challenging situations
- Will bring a mindset of continuous improvement to the role, looking at further opportunities to enhance our processes

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