Customer Service Advisor (EAP)

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| Job title: | Customer Service Advisor |
| Department: | Corporate Employee Assistance Programme (Helpline) |
| Location: | Remote |
| Reporting to:  (job title only) | Resource and MI Manager |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) |  |
| Responsible to:  (where applicable) |  |
| Job purpose: | * To answer inbound calls to our Employee Assistance Helpline - supporting delivery of emotional support services through answering calls to the helpline in a caring and empathic manner. * To ensure that clients and customers can communicate with Vita Health Group without difficulty – dealing with administrative client requests as required * To provide support to all Vita Health Group clinical services, to include EAP and internal customers, ensuring a seamless customer journey. * To actively promote and adhere to Vita Health Group mission statement |
| Role and Responsibilities: | * To efficiently handle calls into a 24/7 emotional support helpline and other Vita Heath Group Services * To identify needs of callers in a professional, caring and empathic manner * Complete post-call admin work efficiently and ensure available to take inbound calls as quickly as possible * To collect and record key client demographics and information * Transfer callers that require an immediate counselling response through to a member of the counselling team * Raise call-backs on service systems and flag to the outbound call team anything urgent * Log voicemails from inboxes to the call back system * To identify and effectively deal with any problems where appropriate or escalate to the relevant person within the business to ensure business continuity. * Escalate risk and safeguarding calls appropriately in line with training * Effectively deal with any client or patient telephone enquires ensuring that contract details and service requirements are relayed in a correct and confident manner. * Maintain regular communication with colleagues and your line manager while working remotely & proactively engage with your team’s communication channels. * Be willing to contribute to service improvement by always considering safer, smarter and more efficient ways of working and communicating ideas and thoughts to the line manager. * Use all VHG systems and platforms accurately, responsibility and in line with data protection and information security legislation, including our client databases, telephone and IT systems, and HR and L&D platforms.   **Equality Diversity & Inclusion (EDI)**   * We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do. We believe it is the responsibility of everyone to ensure their actions support this with all internal and external stakeholders. * Be aware of the impact of your behaviour on others * Ensure that others are treated with fairness, dignity and respect * Maintain and develop your knowledge about what EDI is and why it is important * Be prepared to challenge bias, discrimination and prejudice if possible to do so and raise with your manager and EDI team * Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination or prejudice * Be prepared to speak up for others if you witness bias, discrimination or prejudice * Any other reasonable request as required within own competencies and understanding |
| Clinical Governance:  (where applicable) |  |
| Training and supervision: |  |
| Additional information: |  |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * NVQ Level 2 business & Administration |
| **Experience** | * 2 + years office and administrative experience * Customer service experience | * Used to working in a busy office environment * Call Centre Experience desirable but not essential |
| **Skills/knowledge** | * Good interpersonal and communication skills, with a can do attitude * Good organisational skills * Good attention to detail and accuracy is required * Excellent written and spoken English | * Strong IT skills including use of Microsoft office |
| **Specialist training** |  | * Experience using customer databases or bespoke systems or telephony systems |
| **Personal competencies and qualities** | * To conduct yourself in a professional manner, establishing and maintaining appropriate and professional relationships with team members * Flexible and positive approach to work * Must be legally entitled to accept and perform work in the UK |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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