



We're hiring a: Customer Service Advisor for our Corporate Customer Service Team



Candidate information pack

Making People Better

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About us

Our Purpose – We are committed to making people better

Our Vision – To be the UK's leading healthcare provider of physical and mental health

Our Values – Our vision is underpinned by our values:

Leadership – we lead the way through innovation and continuous improvement

People Centered – we support, develop and value each other, so together we can make a difference

Customer focused – we are passionate about going above and beyond for our customers

Quality – we hold each other accountable and strive to deliver excellence

Integrity – we treat each other with respect and honesty



Making People Better

The Customer Service Role

Are you looking for a customer service role that will really make a difference to lives? A role that will complement your busy life schedule at hours to suit you?

Being a customer service advisor is a very rewarding but also sometimes challenging job, every day is different to the last and there is a lot to learn. The journey starts with booking the initial treatment, whether that is for our Physiotherapy or Mental Health service all the way through to discharge. Our customer service advisors ensure the smoothest journey for our patients.

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The role itself involves mainly phone and chat-based customer service support but does also encompass a range of administrative responsibilities that support alongside.

If you feel you can help us to make a difference to a patient's life, then keep reading to see if you are interested in the role and what we have to offer.

Ideally you would have experience in working in a fast-paced contact centre environment, as we need individuals who have the personal resilience to work in a high pressured, fast paced role. If any of the above applies to you, this is the perfect role for you!

What will you be doing?

- Working as part of a team of 20+ direct colleagues supporting clinical teams with over 300 colleagues
- Contacting Clients to book their Physiotherapy or Mental health treatments within the agreed timeframe
- Handling and processing our daily referrals into our services
- Efficiently handling a share of our 400 daily incoming contacts to our National Service Centre, whether that is via our phone line or live chat service
- Ensuring any client or patient enquiries are replied to in a correct and confident manner.
- Correspond and converse with our nationwide network of treatment clinics

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Skills and Experience required:

- Customer service experience
- Personal resilience for a fast-paced environment
- Good Interpersonal and communication skills, with a can-do attitude
- Self-motivating

Location: Remote – Work from home

Hours: 37.5 hours. The shifts are between 8am – 6.30pm Monday – Friday and Saturday 8am – 5pm

Salary: £22,386

Other benefits: 33 days including bank holidays, Pension scheme, Healthcare, time off for your birthday and many more



Our Customer Service Leadership Team

"Thank you for showing interest in joining our Customer service team.

At Vita Health Group we are going through an exciting time of growth, providing services to some of the UK's leading brands, employers & health providers. We are continuously looking at innovative ways to develop our service, whether that is through our digital innovations or continuous drive to improve on our customer service, and we would like you to join us along that journey.

As a remote service, we still try to keep that office feel by having team's chats with all your colleagues, holding a fortnightly virtual coffee and catch-up, that you can dip in & out of when you have spare time aswell as having a regular monthly virtual meeting to see all your colleagues.

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If you are a looking for role that will really make the difference to others' lives and would like to work in a fast pace every growing environment providing excellent service to our patients, then we would welcome your application. I hope to meet you soon!"

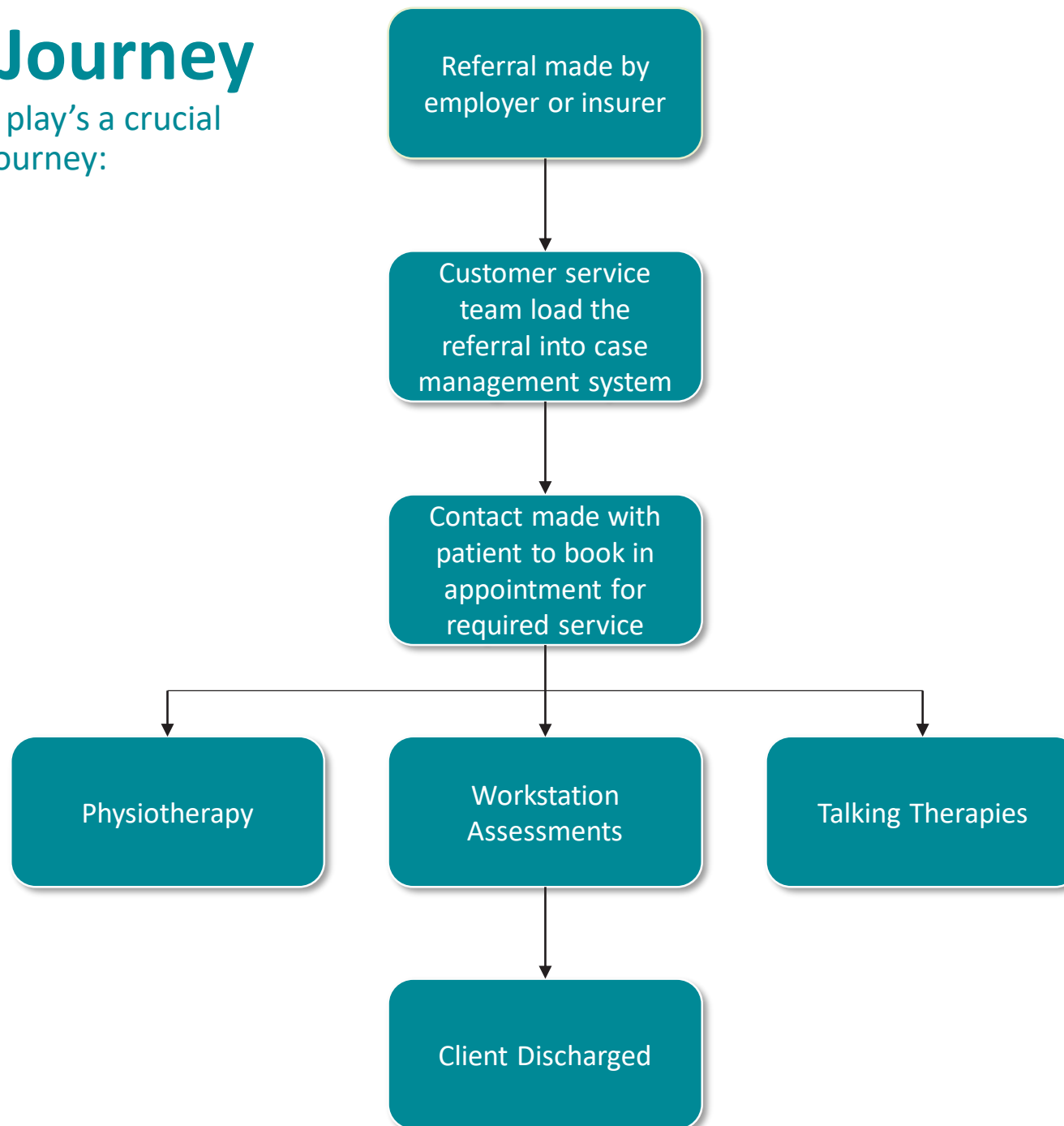


Jess Hassall
NSC Customer Service Manager

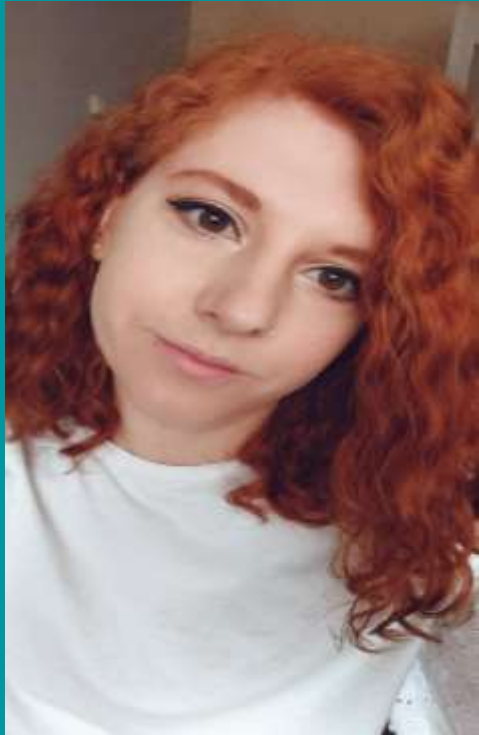


The Patient Journey

The customer service role play's a crucial part in every step of this journey:



Life working in the Customer Service Team



"I'm Leona, a Team leader in the NSC admin team at Vita Health Group. I have always felt a huge amount of support from both my immediate team, and the rest of the company. The role can be very fast paced at times, but during my time here, I have learnt that is also my biggest motivator.

Vita Health Group is good at recognising people's strengths and is very good at promoting professional development in house.

I have been able to progress within NSC from a customer service advisor to a senior advisor and now to a team leader".



' I am Salwa, a NSC workforce-coordinator at Vita Health Group. Vita Health Group operates in a collaborative and supportive way to uplift all employees and accommodate all patient needs. In my role exciting challenges rise every day. Handling many tasks and managing as a team has made me steadfast and responsive whilst balancing my workload.

Vita Health Group has provided me with a clear pathway to exceed and grow from one role to the next using transferable skills. I was constantly pushed by my team leads for new opportunities within the company. I started off as a Customer Service Advisor to a NSC Workforce Coordinator.'

A NSC advisor deals with all our clients and contracts on a day-to-day basis, being that go to support in their journey through our service. In a standard day, you could expect to support the inbound calls from our clients, customers or clinics, making outbound booking calls to book in our MSK or PTS appointments or chatting to our service users on our instant live chat service. You will receive regular catch ups with a team manager, including a regular monthly formal 1-2-1 development meeting. We also have a friendly team's chat running all day for you to speak to your colleagues about any query you may have or just a catch up on your weekend antics.

Our Service in the past 12 months

11,000

Referrals to our Corporate
Psychological Therapy Service

40,000

Referrals to our Corporate
Physiotherapy Service



100,000

Calls received into the customer service team

50,000

Outbound booking calls made to
our patients