**NSC Customer Service Advisor**

## Job details

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| **Job title:** | NSC Customer Service Advisor |
| **Department:** | National Service Centre |
| **Location:** | Remote |
| **Reporting to:**  **(job title only)** | Team Lead |
| **Direct reports:**  **(job title only)** | N/A |
| **Job purpose:** | * + To provide support to all Vita Health Group clinical services, to include MSK, PTS, EAP and internal customers, ensuring a seamless customer journey   + To ensure that clients and customers are able to communicate with Vita Health Group without difficulty   + To actively promote and adhere to Vita Health Group mission statement |
| **Role and Responsibilities:** | Operational   * + Contact Clients to book their Physiotherapy or Physiological treatments within the agreed SLA.   + To efficiently handle the incoming calls, this includes the overflow counselling calls.   + To identify and effectively deal with any problems where appropriate or escalate to the relevant person within the business to ensure business continuity.   + Effectively deal with any client or patient telephone enquires ensuring that contract details and service requirements are relayed in a correct and confident manner.   + Correspond and converse with network clinics to ensure correct processing of referrals and obtain daily updates.   + Source new clinics when required to join our network ensuring we provide regular updates to the patients   + Call back voicemails within 1 hour of receipt   Any other reasonable duties as required.  **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.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal 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 when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians. * 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. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * NVQ Level 2 business & Administration |
| **Experience** | * Customer service experience * Previous experience working in the healthcare sector | * 2 + years office and administrative experience * Used to working in a busy office environment |
| **Skills/knowledge** | * Good interpersonal and communication skills, with a can do attitude * Good organisational skills * Good attention to detail and accuracy * Excellent written and spoken English | * Speaks another language |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Self-motivating * Self-sufficient * 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: |  | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: |  | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 31/07/20 | Code: |  |  |  |

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| Version: | Date: | Summary of Changes |
| 1 | 31/07/20 |  |
| V1.2 | 19/11/21 | EDI wording added in roles and responsibilities |
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