

## Job Description

### Job Title: Customer Advisor

#### **About SLC**

Student Loans Company is a non-profit making Government-owned organisation set up in 1989 to provide loans and grants to students in universities and colleges in the UK. We are responsible for student support delivery in the UK.

#### **Our Purpose**

Our Purpose is to enable our customers to invest in their futures by delivering secure, accurate and efficient assessment, payment and repayment services.

#### **Our Vision**

SLC will deliver outstanding digital products and services to its customers and stakeholders and will respond effectively, quickly and flexibly to the demands of ministers and policymakers at the Department for Education and the devolved administrations.

#### **Job Details**

Within SLC there are a number of different Customer Advisor roles. Suitable candidates will be aligned to an appropriate role:-

#### **Customer Support Centre, Repayments contact and Customer Services:**

Our Contact Centre Advisors provide information, help and guidance to our internal and external customers. They provide a professional and courteous level of telephone assistance when dealing with enquiries and work accurately to ensure any investigation or processing tasks are completed in accordance with departmental work instructions and within set timescales.

#### **Grade:**

Grade 2

#### **Reporting to:**

Team Manager

#### **Budget Responsibility:**

None

#### **Line Management Responsibility:**

None

#### **Job Purpose:**

Working in a high volume contact centre the role demands the ability to provide an effective and professional approach to handling incoming and outgoing contacts. The role requires Advisors to be flexible and have the skills to answer enquiries in addition to working on a variety of tasks within the department. Training will be given where necessary.

**Key responsibilities:**

- To answer all contacts, (Inbound, outbound and email) efficiently and effectively in a professional and courteous manner, demonstrating a high level of customer care, accuracy and attention to detail at all times.
- Act as first point of contact for all customers. Ensuring that accurate information and advice is given in response to customers enquiries.
- To ensure that each contact made, accurate and concise information is captured and recorded on the customer's account.
- Using SLC's computer systems, ensure correct documentation is requested and sent to customers.
- Actively participate in performance reviews and personal development
- Be self-motivated, enthusiastic and enjoy working within a results oriented environment, with the drive and desire to succeed in achieving/exceeding targets set.
- Attend and participate in regular training sessions that are provided for your development and to retain the skills and knowledge to carry out your role effectively.
- Ensure adherence to Company policies relating to security of property, fraud, company systems and information and report any breach of these rules to line management.
- Demonstrate in all aspects of the work commitment to quality and a high level of customer service.
- Follow all procedures and guidance for maintaining the security and confidentiality of people, information, premises, equipment and software.
- Escalate non-standard situations and difficult cases to Team Manager or other senior colleagues where appropriate.
- Provide help and assistance to other team members and colleagues as required to meet our customers' needs.
- Attend and actively participate in team meetings and workshops.
- Willing to undertake required duties to meet goals, objectives and deadlines in a changing environment.
- Observe health and safety rules and guidance and take all reasonable care to promote the health and safety at work of yourself and your fellow employees.
- In all aspects of work demonstrate a commitment to the SLC's policy on Equal Opportunities.
- There may be times when you will also be expected to carry out other reasonable management instructions or requests to suit the business needs.

**Knowledge, Skills and Experience:**

- Face to face and/or telephone customer service experience within a customer focused environment.
- Computer literate: working knowledge of Microsoft packages, e-mail and a willingness to train and become adept on SLC's internal systems.
- Standard Grade English and Maths, grade 3 or above (or equivalent qualification)
- Excellent written communication skills
- Professional phone manner, good verbal communication skills and the ability to build rapport with customers.