

Customer Service Advisor

Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Excellent customer service skills across a diverse range of customers.
2. Calm, resilient and professional under pressure, including when faced with challenging situations and workloads.
3. Computer literate, with the ability to navigate and update multiple systems while dealing with customers.
4. Working to service standards and Key Performance Indicators (KPIs) in the delivery of front-line customer services.
5. Strong communication skills across multiple channels and formats.

Desirable

1. Experience in a contact centre or multi-channel customer service environment (e.g., phone, email, webchat, face-to-face).
2. Embracing change, with a positive and flexible attitude to continuous improvement and personal development.

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?