



JOB DESCRIPTION – Customer Engagement Executive

PART TIME OPPORTUNITY (Between 20 – 23 Hours per week)

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

jobs@generalandmedical.com

- Managing and understanding any incoming feedback relating to the customer experience
- Coordinate with relevant departments to drive continuous improvement
- Ensure a thorough understanding of Company policies and procedures
- Keep abreast of FCA regulations and identify changes where necessary
- Keep abreast of GDPR and identify changes where necessary
- Maintain departmental filing

By:

- Proactively engaging with customers using a range of media platforms and communication methods to resolve identified problems
- Represent the Company and deliver an exceptional customer service
- Producing effective communication and issuing recommendations for internal change where necessary
- Demonstrate an eye for detail and an ability to provide clarity if necessary
- Assist with the processing of formal complaints
- Recording accurately all events, details and actions relating to specific feedback on a database
- Conducting root cause analysis and apply remedial action as necessary
- Effective application of data protection measures throughout the role
- Assist with quality assurance and risk assessing departments
- Provision of data and information for the production of regular reports and returns
- Managing own workflow in a timely manner

Personal performance, conduct and development

Meet targets and take responsibility for own performance:

Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at Work.

Flexibility and Team Work:

Work flexibly as part of a team to meet the need of the services provided by the Company. Value each team member's contribution and help colleagues to the best of their abilities.



Professionalism:

Set a good example to other staff in attitude to work and general working practices. Deal with all colleagues in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

Additional:

You may be asked to carry out tasks that are in addition to those listed in the Job Description where required and within your capabilities.

What You Can Expect From Us

- Attractive Salary dependant on experience
- **Part Time Hours** will be established **within** Monday to Friday Hours 8.45am to 5.15pm
- Access to Pension Scheme
- Sick Pay and Attendance Bonus
- Great Annual Leave Benefit
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to jobs@generalandmedical.com