



## **Helpline Services Associate**

There is an exciting opportunity for the post of a Helpline Services Associate within our Helpline Services team. This is a 6 months fixed term contract.

Do you have excellent communication skills and a passion for Customer Service?

UNISONdirect offers a Helpline/Referral Service to members of the Trade Union UNISON. UNISON holds over 1.3 million members and UNISONdirect are the Central Point of contact, not only for the members, but also for the general public and anyone who may need to make contact with the union. We are an inbound Contact Centre with a difference, and our priority is to deliver the best level of Customer Service to all callers.

Due to the sensitive nature of our calls, UNISONdirect offers a holistic approach to dealing with members calling into the Contact Centre. We take a variety of calls from Contract issues to dismissals, disciplinaries, bullying and other well-being topics.

### **About Us**

UIA is a mutual insurance company with over 125 years' experience of providing great value, high quality insurance to members of trade unions and other not-for-profit organisations. Our services are also available to the wider public hoping to benefit from our competitive premiums and wide cover on home insurance, travel insurance, pet insurance and car insurance.

### **Role**

The post-holder will be responsible for answering calls in a professional and member focused manner. Dealing with administration and make appropriate notes on the issue. Completing these tasks by taking the appropriate amount of time to wrap up the call as specified in personal objectives before taking another query. The jobholder is responsible for the quality of service they provide to Unison our client and their members.

### **Responsibilities**

- Correctly identify member's needs and requirements and refer to appropriate computer-based scripts to answer queries from Unison members, stewards, applicants and employees accurately.



- Ensure all members, non-members, stewards, applicants and Unison employees receive an excellent service, by adhering to the Helpline Services Call handling guidelines at all times whilst using empathy, understanding and remaining professional and impartial.
- Take accurate notes and record changes to members, steward's personal details accurately on the database, within the bounds on data protection
- Ensure all members, non-members, stewards, applicants and Unison employees are aware of any timescales involved in responding to their query. Advising how their query will be progressed
- Ensure that members, non-members, stewards, applicants and Unison employees contacting the call centre are correctly informed of Unison services.
- Assist the department in meeting Call Answering Service Levels of 80% of calls in 30 seconds by handling calls efficiently and effectively and returning to a ready state within appropriate time scales.
- Keep up to date with any with any changes to procedures, advised by email, script changes or verbally.
- Deal with complaints and escalations within stated procedures escalating on to Helpline Services Team Leader when necessary.
- Act with honesty, integrity and responsibility to Members, stewards, applicants, Unison employees and Helpline Services Staff.
- Adhere to UNISONdirect data protection procedures at all times as specified in Call handling guidelines
- To ensure email and Internet is accessed and used within UIA and Helpline services guidelines.
- Promote and maintain good relations with Unison colleagues by dealing with their queries in a prompt and professional manner.
- Take accurate notes using paper records in the absence of systems, or details not being accessible on the system. Adhering to the data protection act at all times.
- Process new membership applications correctly on the Unisondirect systems.
- Participate in personal development though call coaching and 1-2-1's and respond positively to feedback received.



- Maintain good communication with colleagues, team managers and other areas of UIA.
- Proactively approach and provide suggestions to improve work processes and reduce operational costs where possible within the department
- Have a flexible approach to work within the department showing a willingness to provide help, assistance and guidance when required.
- Undertake extra tasks and responsibilities to suit the business needs and changes as required.
- Take responsibility for ensuring continued personal development in role through appropriate training, development and coaching.

### **Key Experience**

- Previous call centre experience.
- Background in health or local government
- Customer service-based experience.

### **Key Skills**

- *Essential*
  - Customer focused.
  - Confident telephone manner.
  - Excellent listening, interpersonal, written, numerical & keyboard skills.
  - Ability to work as part of a team and on own initiative to achieve set targets as defined by personal objectives
- *Desirable*
  - Knowledge of Word and Excel
  - Willingness to continually identify and respond to personal development needs



## Key Qualifications

- Good standard of education required with the ability to develop new skills & knowledge

## Benefits

In return we offer a number of staff benefits including family friendly policies, support for personal development, a final salary pension scheme, Give As You Earn Scheme, access to annual sports and social club membership, an Employee Assistance Programme, Health Cash plan (taxable benefit), Season Ticket Loans and a friendly working environment.

We are based in modern offices adjacent to the town centre with close access to the railway and bus stations. Parking on-site is restricted and there is a significant waiting list.

**Salary:** £20,457 to £24,070.00 per annum

## To Apply

Please download and complete an Application Form and submit this along with your CV to [hr.recruitment@uia.co.uk](mailto:hr.recruitment@uia.co.uk). **CVs submitted without completing the application form will not be considered.**

**Closing date:** 15<sup>th</sup> October 2021 (5.00pm)

*We regret that we may not be able to respond to all applicants if large volumes of applications are received. If you have not received a response within three weeks of applying, please assume your application has not been successful and accept our apologies for not providing a personal response.*

Please note that we accept direct applicants only, and no applications from recruitment agencies.

To view the UIA Recruitment Privacy Notice please go to:

<https://www.uia.co.uk/media/18927/uia-recruitment-privacy-notice.pdf>