

Job Description – Customer Care Representative

Job title	Customer Care Representative (Part-Time)	Location	28 Commercial Street London E1 6LS
Department	Advice Services - Debt Free Advice (DFA)	Length of contract	12 month FTC
Outreach Work Required	N	Safeguarding level	TBC
Reporting to	Customer Care Manager and Deputy Customer Care Manger	Direct reports	None
Working Hours	Position B: Part-time 24 hours per week	Working Pattern	Wednesday, Thursday and Friday 9am to 5pm in the office

About Toynbee Hall

Based in the East End of London since 1884, Toynbee Hall is a charity working alongside people facing poverty, injustice, and inequality to build a fairer East London. We provide vital advice and support, working in partnership to tackle unfairness and ensure everyone has an equal chance to thrive.

We have recently launched a new strategic plan which reinforces that our purpose is to build a fairer future with an end to poverty, injustice and inequality.

We work towards this by:

- Addressing poverty and injustice through advice and support and influencing systemic change.
- Shifting power to people and communities affected by injustice and inequality.
- Collaborating to end poverty and build fairer systems and institutions. What we want to see in the world starts with our community and our organisation.

This means:

- Working together to build a thriving local community where people have the resources they need, feel their voices are heard and are optimistic about the future.
- Being a good employer, where people are treated fairly, feel engaged and empowered, and work together to achieve our shared vision.
- Acknowledging the role Toynbee Hall has historically played in civic society while recognising that our role now is to shift power, to be an effective partner, and to amplify voices that are less likely to be heard.

What we learn from our work in east London we use to inform and influence wider policy – working to influence change in structures, systems and policies.

Team background

Welcome to the Customer Care Team at Toynbee Hall, where we're all about making a positive impact! We're the friendly first point of contact for anyone seeking debt advice, ensuring that every client feels supported and heard from the get-go. Think of us as the ultimate multitaskers, handling everything from phone calls and WhatsApp messages to web chats and video calls, all while keeping the vibe upbeat and welcoming.

Our team plays a crucial role in supporting our awesome debt advisors. We follow up with clients to rebook appointments, help gather important documents, and manage all inbound and outbound communications.

We're not just about efficiency; we're here to create a seamless experience for both clients and advisors. Our collaborative spirit and commitment to exceptional service make every day an opportunity to learn and grow. Plus, we know how to have fun while we work! Join us in making a real difference in the lives of those we assist, all while enjoying a supportive and dynamic work environment.

How we work

Our values are Inclusive, Courageous and Empowering and we expect everyone who works with us to work in a way that aligns with these values and to do their utmost to deliver our strategic objectives according to their role.

Job purpose

To provide exceptional face-to-face customer service and support to individuals seeking debt advice, conducting initial assessments and managing client interactions to help eradicate poverty and improve financial well-being

Scope of role

The Customer Care Representative (Part-Time) is responsible for delivering exceptional face-to-face customer service to individuals seeking debt advice support. The role requires the representative to make independent decisions regarding the handling of client inquiries, document management, and dealing with referrals.

However, complex issues, escalations, and policy-related decisions are referred to the Customer Care Manager or Deputy Customer Care Manager. The representative is responsible for accurately recording interactions in the CRM system and ensuring compliance with qualitative and quantitative targets. While the role does not include budget authority, it involves managing resources such as client documents and correspondence and ensuring the integrity and confidentiality of client information.

An understanding of safeguarding principles is beneficial, as the representative must ensure the safety and well-being of clients and demonstrate a willingness to further develop this understanding.

Key working relationships

- **Customer Care Manager:** Collaborate with the Customer Care Manager to align with service goals, ensuring effective delivery of customer care to clients across the UK.
- **Customer Care Representatives:** Join a diverse team in the heart of London, sharing best practices to improve customer service delivery for our nationwide clientele.

- **Debt Advisors:** Coordinate with our expert advisors to ensure clients from all over the country receive appropriate advice and support, facilitating appointment bookings both in-person and remotely.
- **Referral Partners:** Engage with partners across the UK to ensure a seamless process for clients being referred to and from other services, while working from our London office.
- **IT and Flex System Support:** Work with our IT support team to resolve issues related to our omnichannel system, improving functionality for nationwide service delivery.
- **Clients:** Provide high-quality, accessible, and satisfactory face-to-face service to local London clients, while also supporting nationwide clients through various communication channels.

Key Responsibilities

Client Service Excellence

- Deliver outstanding in-person customer service to clients seeking debt advice, ensuring a welcoming and supportive environment.
- Understand and adhere to safeguarding principles, ensuring the safety and well-being of clients, and demonstrate a willingness to further develop this understanding

Initial Assessment Management

- Conduct Initial Assessments for clients in need of debt advice, accurately capturing their needs and circumstances.

Information Management

- Manage and accurately record customer interactions using our CRM system, ensuring all data is up-to-date and accessible.

Document Handling

- Scan and upload documents using the CRM system, assist with the FREEPOST service, and manage all related correspondence.

Multi-Channel Communication

- Communicate effectively with clients from varied backgrounds through in-person interactions, phone calls, video, and WhatsApp.

Referral Coordination

- Contact referrals made into our service to complete Initial Assessments and track outcomes
- Signpost and refer clients to other agencies when appropriate, ensuring they receive comprehensive support.

Complaint Resolution

- Respond to and resolve customer complaints efficiently and professionally, maintaining high standards of service.

Performance Targets

- Meet personal and team qualitative and quantitative targets, contributing to the overall success of the Customer Care Team.

Team Collaboration

- Collaborate with team members to ensure seamless service delivery throughout the week, participating in team meetings and training sessions as needed

Person Specification

The successful candidate will demonstrate a strong commitment to Toynbee Hall's mission of eradicating poverty and creating positive change in our community, aligning their work with our Organisational strategy to provide excellent local services and empower individuals

And here's what we're looking for from you	Requirement
Empathy and emotional intelligence	Essential
Experience preferably in a customer facing service environment	Essential
Proven experience in utilising multiple customer service channels including email, telephone, video, and web chat	Essential
An understanding of safeguarding and willingness to develop understanding further	Essential
Excellent verbal and written communication skills in English	Essential
Strong organisational abilities with a proven track record of effectively prioritising tasks to meet deadlines and optimise workflow	Essential
Meticulous attention to detail, ensuring accuracy and thoroughness in all tasks	Essential
Strong problem-solving skills	Essential
Customer focused with a commitment to exceptional service	Essential
Ability to thrive in a fast-paced environment without distraction during interactions	Essential
Openness to new challenges and creative thinking	Essential
Empowering - shifting power, sharing our knowledge, enabling people to take action for themselves	Essential
Courageous – principled, ambitious and acting with integrity	Essential
Commitment to diversity, inclusion, and equal opportunities	Essential
Alignment and willingness to work in line with our values: Inclusive open-minded, transparent, convening and collaborative; seeking fresh and alternative perspectives	Essential
A working knowledge of Apple MacBook	Desirable
Proficient in IT with a strong working knowledge of Microsoft Office 365 and Microsoft Teams	Desirable
Proficiency in additional languages	Desirable
Familiarity with customer service CRM software and tools	Desirable

Understanding of the role and objectives for MaPS funded debt project	Desirable
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Further information

Please note the right to work in the UK is a requirement of this role
The closing date for this position is 9am Monday 2 September