

## Customer Adviser



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

### The job, in a nutshell

Responsible for providing an exemplary 'First Port of Call' service in a multichannel inbound and outbound contact centre environment, delivering a range of services to the charity's beneficiaries including Information and Advice, Customer Service and Switchboard.

### What you'll do for us

- Provide a friendly and professional service, supporting a customer's positive customer journey across Age UK's local and national services and partners.
- Assess and triage customer's enquiry and identify the most appropriate services and options for their situation(s).
- Manage interactions in line with agreed processes: capture and record information, provide customers with signposts, order fulfilment items, escalate to other teams, and refer customers to other services as required.
- Respond to interactions across different channels, including telephone, e-mail, post, and webchat. Provide accurate and impartial information and advice in response to non-complex enquiries.



“Working for an organisation like Age UK, on our telephone advice line helping older people, gives a sense of job satisfaction that you don't often find. Knowing that every call you take can make a difference to someone's life.”

**Jade**  
CUSTOMER ADVISER

## Our values



Collaborative



Impactful



Ambitious



Inclusive

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- Take part in recurring and ad-hoc campaigns, activities or initiatives, completing and providing specific Information & Advice interventions – e.g. benefit entitlement checks.
- Utilise tools and resources to answer enquiries and to convey this in a concise and understandable format.
- Manage customer expectations and adapt to current campaigns and/or media activity.
- Manage ‘out of hours’ workload in line with agreed guidance and escalating to other ‘Out of hours’ teams as appropriate.
- Accurately record customer and interaction data within our CRM, telephony and other systems.
- Handle enquiries in line with our regulatory and quality standards, including: Age UK Information & Advice Quality Programme and Treating Customers Fairly (TCF) principles.
- Recognise, assess and escalate safeguarding incidents.
- Recognise and assess complaints, resolve simple concerns and escalate more complex issues to the relevant individual or team.
- Attend training and access resources to ensure an understanding of Information & Advice subject matter areas.
- Maintain up-to-date knowledge and understanding of Age UK’s Information & Advice literature, products and services, signposts, policies, and processes.
- Complete all activities in line with agreed policies and procedure.
- Establish customer contact preferences and comply with data protection processes.
- Support trainees and visitors to the Contact Centre as required.
- Complete administration and data entry related to Contact Centre activities.
- Undertake any other Contact Centre related work as designated by a Team Leader or Advice Line Manager.

## Must haves:

- Previous Customer Service experience.
- Good understanding and practical experience of using Microsoft Office applications including Excel, Word, Teams and Sharepoint.

## Location

Hybrid working office base Lancaster House, Blackpool or Linhay, Ashburton. You will need to live within an easily commutable distance of the office either by car or public transport, we suggest up to an hours commute.

## People management

No

## Division

Services



[ageuk.org.uk](https://ageuk.org.uk)

Age UK, 7th Floor, One America Square, 17 Crosswall, London, EC3N 2LB.  
Registered charity number 1128267. Company number 6825798.

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- Previous experience of using multiple IT systems including CRM and other applications at the same time.
- Accurate data entry skills.
- Excellent listening, oral and written communication skills.
- Numeracy skills.
- Confident, professional, outgoing telephone manner.
- Flexible attitude to hours of work.
- Ability to work as part of a team.

## Great to have:

- Customer Service Qualification (Desirable).
- ECDL (European Computer Driving Licence) or equivalent qualification (Desirable).

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder. In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

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