

Customer Support Advisor

Team: Customer Support Team

Responsible to: Customer Support Manager

Location: MHFA England central office and home working

Overall purpose of the role

To act as the first point of contact for MHFA England customers, responding across multi-channels. To provide high quality, responsive and efficient customer service, dealing with customers' enquiries professionally and to a standard that meets and surpasses MHFA England customer service standards and targets.

Key Responsibilities

Implementation

1. Monitor and respond to customer needs and issues through the different Customer Support channels, utilising appropriate questioning and listening skills to identify and offer appropriate solutions within agreed SLAs, policies and processes.
2. Contribute to the customer service data collection process for reporting purposes and provide support and/or cover where required.
3. Provide accurate, valid and complete information by using the right methods, tools and resources provided for internal and external purposes.
4. Resolve issues and complaints from customers through providing appropriate solutions and alternatives within the time limits and follow up to ensure resolution
5. Maintain detailed and accurate records of customer interactions and update records according to company policy.

6. Go the extra mile to engage customers whilst maintaining MHFA England's values

Collaboration and connectivity

7. Co-ordinate and engage with staff and initiatives across all departments to continually develop knowledge of MHFA day to day business
8. Facilitate sustainable relationships of trust through open and interactive communication with all MHFA England's customers and staff

Accountabilities

Accountable for role modelling the values of the organisation.

Person specification

The essential requirements of the role will form the criteria for short listing and selection. Desirable characteristics may support decisions to fine tune shortlisting where there is a 'tie break'. You do not have to identify every skill or all knowledge that will enable the person to be successful.

	Essential	Desirable
Experience / Qualifications	<ul style="list-style-type: none"> • A – level or equivalent experience • Experience in answering customer queries via telephone and email 	<ul style="list-style-type: none"> • Experience in working in a fast-paced customer service environment
Knowledge	<ul style="list-style-type: none"> • Knowledge of Mental Health • Working knowledge of Microsoft Office including Outlook, Word and Excel 	<ul style="list-style-type: none"> • Knowledge of CRM systems and data handling practices • Knowledge of MHFA England's products and services
Skills/ Abilities	<ul style="list-style-type: none"> • Ability to deliver high levels of customer care in a pressurised environment whilst adhering to company values • Excellent verbal and written communication skills • Ability to deal sensitively with customers, especially those who may be in crisis • Ability to multi-task and work under pressure • Ability to work on own initiative • Ability to prioritise and meet deadlines • End to end task management 	
Competencies	<ul style="list-style-type: none"> • Positive attitude towards, and comfortable with change • A positive 'can do' attitude • Flexible and willing to learn new techniques, systems and processes • Proactive approach to continuous improvement for team and personal development 	
Core Beliefs	<ul style="list-style-type: none"> • At MHFA England we would like for all applicants and staff members to hold shared fundamental beliefs such as: • Equal opportunities for all • Working collaboratively instead of siloed • Ability to learn and grow – taking on new ideas 	



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	Essential	Desirable
	<ul style="list-style-type: none">• Compassion and empathy	



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Living our values	Making good decisions to deliver strong results	Effective engagement and communication	Building healthy relationships and a sense of belonging	Learning from our mistakes and successes
<ul style="list-style-type: none"> ➤ Inspires others through passion for their work and role models culture values behaviours ➤ Is authentic, brings whole self to work and encourages others to do the same ➤ Actively champions and advocates mental health and wellbeing, diversity and inclusion 	<ul style="list-style-type: none"> ➤ Plans and organises own time and resources to meet deadlines ➤ Effectively adjusts priorities as circumstances change ➤ Makes effective judgements and escalates decisions when needed 	<ul style="list-style-type: none"> ➤ Is approachable, clear and professional ➤ Proactively shares knowledge and information 	<ul style="list-style-type: none"> ➤ Actively offers support to colleagues and asks for help when needed ➤ Effectively manages the expectations of others ➤ Builds relationships with team members and peers across the organisation 	<ul style="list-style-type: none"> ➤ Proactively seeks to learn and enhance own development ➤ Effectively gives and receives feedback, building awareness of own strengths and development areas ➤ Embraces change and demonstrates flexibility in adapting to it