

Job Description

Jobtitle	Customer Care Representative	Location	28 Commercial Street London E1 6LS
Department	Advice Services - Debt Free Advice (DFA)	Length of contract	FTC – until 6 th January 2026
Outreach Work Required	N	Safeguarding level	Standard
Reporting to	Customer Care Manager and Deputy Customer Care Manger	Direct reports	None
Working Hours	Full Time 35 Hours a week	Working Pattern	Monday to Sunday working on a shift rota. 3 days are working in the office in person

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 outstanding face-to-face and digital customer service as the first point of contact for individuals seeking debt advice, conducting initial assessments and managing client interactions. This role is crucial in supporting Toynbee Hall's mission to eradicate poverty by ensuring accessible, empathetic support that empowers clients to improve their financial well-being and take steps towards long-term financial stability.

Scope of role

The Customer Care Representative plays a vital role in furthering Toynbee Hall's mission to eradicate poverty and improve financial well-being. By providing high quality customer service both in-person and through digital channels, this role serves as the crucial first point of contact for individuals seeking debt advice. The representative's ability to conduct initial assessments, manage referrals, and handle client interactions with empathy and professionalism directly contributes to empowering clients to take steps towards long-term financial stability. This role is essential in ensuring an accessible, supportive service that aligns with Toynbee Hall's commitment to building a fairer future and addressing inequality in our community

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

- Work together with the Customer Care Manager to meet our service goals and ensure that we provide effective support to clients all over the UK. This partnership helps us make important decisions, especially when we face complex issues, ensuring that our clients receive the best care possible.
- Join our diverse team in the heart of London, where we work together to share best practices and enhance customer service for clients across the country. By collaborating with one another, we foster a culture of learning and ensure that every client receives consistent and high-quality support, no matter how they reach out to us
- Team up with our skilled advisors to make sure clients across the country get the right advice and support. Help set up appointments, whether face-to-face or online, and share important client information accurately. This teamwork is key to providing excellent debt advice and ensuring clients get the help they need.
- Work with partners across the UK to make sure clients can easily be referred to and from other services. Keeping these relationships strong helps clients get the complete support they need, ensuring a well-rounded approach to their care
- Collaborate closely with our IT support team to ensure smooth operation of our omnichannel system, promptly addressing technical issues and enhancing functionality. This vital relationship enables efficient nationwide service delivery and minimizes disruptions, guaranteeing continuous, high-quality support for our clients.

- Deliver high-quality, accessible, and satisfactory face-to-face service to local clients in London while also assisting nationwide clients through various communication channels. Building positive relationships with clients is fundamental to this role, ensuring they receive empathetic and effective support tailored to their needs

Key Responsibilities

- Provide outstanding customer service to clients seeking debt advice, creating a welcoming and supportive environment. Utilise various communication channels effectively, including face-to-face interactions, phone calls, video calls, web chat, and WhatsApp, to ensure consistent, high-quality support for all clients, whether local or nationwide
- Conduct thorough Initial Assessments for clients in need of debt advice, accurately capturing their needs and circumstances while ensuring all client information is up-to-date and easily accessible
- 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.
- Manage all client interactions efficiently, including accurately recording data and managing documents in the CRM system, scanning and uploading files, assisting with the FREEPOST service, and handling all related correspondence to ensure timely posting of documents as needed
- Respond to and resolve customer complaints efficiently and professionally, maintaining high standards of service.
- Handle challenging or difficult client situations with professionalism and empathy, utilising effective communication skills to de-escalate conflicts and provide satisfactory resolutions.
- Understand and adhere to safeguarding principles, ensuring the safety and well-being of clients, and demonstrate a willingness to further develop this understanding
- Collaborate with team members to ensure seamless service delivery throughout the week, participating in team meetings and training sessions as needed
- Meet personal and team qualitative and quantitative targets, contributing to the overall success of the Customer Care Team

Training and Development

- Work from the London office during the induction training period and attend required meetings while completing necessary debt training to ensure familiarity with terminology, emergency identification, safeguarding and GDPR
- Undertake appropriate training when identified to enhance skills and knowledge
- Complete Continuing Development (CPD) Points within the contracted year to maintain professional standards
- There may be further opportunities to develop your career within debt advice as you gain experience in the role

Person Specification

The successful candidate will show a strong commitment to Toynbee Hall's mission of eradicating poverty and creating positive change in our community. They will align their work with our organisational strategy, focusing on providing excellent local services and empowering individuals.

And here's what we're looking for from you	Requirement
Customer-focused with a commitment to exceptional service, preferably with experience in a customer-facing service environment.	Essential
Experience in managing challenging or difficult clients both in-person and through digital channels	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
Demonstrated empathy and sensitivity when working with vulnerable individuals or those facing financial hardship	Essential
Ability to work collaboratively within a team and adapt in a fast-paced environment	Essential
Ability to maintain confidentiality and handle sensitive information with discretion	Essential
Proficient in IT with a strong working knowledge of Microsoft Office 365 and Microsoft Teams	Essential
A working knowledge of Apple MacBook	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

Further information

Please note the right to work in the UK is a requirement of this role