



Hood Group in partnership with John Lewis & Partners
Customer Service Advisor

Full-time, 12 month's fixed-term contract

£19,000 - £19,500 per annum plus performance award and home working allowance

Based: Home working and office

We are a fast growing, reputable and innovative company with a successful hybrid working style in this digital age. Hood Group is a dynamic, forward thinking customer management business that provides outsourced customer services for well-known UK trusted brands.

We have fast-growth in our Customer Service Department working in partnership with one of the UK's well-known, trusted and respected brands - John Lewis Partnership – we are looking to recruit 20 exceptional Customer Service Advisors to join our contact centre on a 12 months' fixed term contract starting 1st November 2021.

What will I do in the role?

- The most important part of the job – being our Brand Ambassador
- The first point of contact for all customer queries
- Handling a high volume of inbound and outbound customer calls
- Provide outstanding customer service across telephone, social media, webchat and email. This is usually dealing with existing policies queries, changes, renewals, sales queries, payments and general policy administration.
- Make sure the customer is at the heart of every conversation
- Updating customer records as and when necessary.

What do I need?

- A genuine passion and desire for delivering 'excellent customer service'
- Ability to be versatile in your approach to adapt your style for each customer
- Ensuring an empathetic approach for all our customers
- Strong written and verbal communication skills
- Experience of working in a customer-facing environment
- A true team player
- Strong IT skills; including the ability to compose emails, use Word, Excel, Outlook and other in-house databases
- Have the drive and willingness to learn

What are the working hours?

- Full time – 40 hours per week on a rota basis: Monday to Friday 8.00am - 8.00pm, including weekends

Why work for us?

To be part of a fantastic, supportive team with great progression opportunities, with access to the following benefits;

- “The best job ever!” feeling
- Various high street discounts – including discounted local theatres tickets, Merlin attractions
- We are offering 31 days annual leave (including bank holidays)
- Buy & Sell Holidays
- Employee Assistance Program
- Health & Wellbeing Program
- Incentive of £250 on Refer a friend scheme
- Learning & Development assistance Program
- Childcare vouchers
- Loyalty rewards
- Season ticket loan taken after tax (after 1 month)
- Private Medical Health Care
- Permanent Health Insurance
- Eye Care Vouchers
- Pension Scheme

And there’s more benefits.....

We have a new, modern, airy office based right in the heart of Southend-on-Sea, just off the high street. This is a key part of our hybrid model, having a space where people can work together collaboratively and catch up in person. Whether that’s coming in for training, meetings, workshops or simply coming in to work! We offer home working for all staff, whether regularly or occasionally, allowing flexibility and a good work life balance around other commitments and family life.

We will provide your laptop and any other professional equipment required and you will also receive a working from home allowance.

We require you to have a fast & stable home fibre broadband -, with a (proven) minimum consistent speed of 20mbps download & 10mbps upload, available at all times.

The salary is £19,000 per annum increasing to £19,500 per annum upon successful completion of probation. There is also a working from home allowance and a performance award.

Application closing date: 24th September 2021

#JoinUsToday #KickStartYourCareerWithUs #HoodGroup #BeOurCustomerServiceNinjas