

## Job Description

<b>Role Title:</b>	Member Services Representative
<b>Reporting to:</b>	Member Services Manager
<b>Direct Reports:</b>	N/A
<b>Salary:</b>	£22,000
<b>Contract:</b>	Permanent, Full Time
<b>Hours:</b>	35 hours per week, Monday – Friday, 7 hours per day, between the hours of 8am and 6pm (1-hour unpaid lunch)
<b>Place of Work:</b>	Silsden
<b>Benefits:</b>	25 days holiday, plus bank holidays, Company Pension

### Role Purpose

Member Services Representatives, deliver exceptional customer service to the Society's Members, by being the first point of contact for service. The role involves understanding and identifying Members circumstances to be able to support them with the right product or service.

Our Member Services Team aims to surpass our Members expectations. The role is important to help Members achieve their goals through providing knowledge, updates and answers to both Mortgage and Savings queries.

### Main Duties & Areas of Responsibility

Examples of duties include, but are not exclusive to;

- Communication and responding to Members including telephone, administration and online requests.
- Accurately receipt, allocate and process all mail correspondence relating to new savings account enquiries and applications and the administration across Member Services Team.
- Helping Members with new applications for opening savings accounts and supporting managing their finances through administration tasks.
- Coordinating new applications once they have been authorised to proceed, including referencing, credit searches and identification checks.
- Contribute to the team performance to be best-in-class and to exceed the expectation of our internal and external customers and members.
- Adhere to Society service levels across the operation.
- Support vulnerable customers in a supportive and appropriate manner.
- Ensure compliance with regulatory requirements, adhering to policy and standards.
- Follow and comply with agreed organisational policies and procedures – Fraud, Money Laundering, Data Protection, Information Security, Health & Safety, Complaints and Audit.

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- Undertake relevant ongoing training to develop knowledge and skills, to perform savings and mortgage administration tasks with accuracy and to the necessary standards.

### Skills and Experience

- Essential:**
- Exceptional Communication skills, both verbal and written
  - Delivering excellent service to our members through telephone, email and mail
  - High level of attention to detail and accuracy to drive a 'right first time, every time' approach
  - Exceptional organisational skills
  - Proficiency in IT, including good knowledge of Microsoft, including Word and Excel
  - Ability to use initiative to find solutions to problems
- Desirable:**
- Previous experience of working in a telephony based financial institute or a strong capability to deliver great customer service
  - Knowledge of either Mortgage or Savings products

### Other

- You have a legal duty to take reasonable care of your own health and safety and that of others and you are expected to be familiar with, and adhere to Ecology's Health and Safety Policy
- Ensure your work, communication and approach conforms to the values and behaviours of the Society.
- Keep up to date, and comply with Ecology's rules, Policies and Procedures as detailed in the staff handbook.
- Undertake any reasonable duties requested by management.
- This role has a six month probation period.

Values	Behaviours
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<p><b>Fairness:</b> Treating everyone individually and with respect</p>	<p><b>Respect:</b> Due regard, care and consideration for colleagues, members, community, and the environment.</p>
	<p><b>Shared Purpose:</b> A core purpose shared across the Society.</p>
<p><b>Openness:</b> Receptiveness to each other's views and opinions</p>	<p><b>Honestly:</b> Speaking and acting truthfully and ethically.</p>
	<p><b>Openness (Receptiveness):</b> Open to internal challenge and external review and to sharing ideas and good practice.</p>

<p><b>Responsibility:</b> Doing what we say we'll do. Making pragmatic decisions staying true to our values</p>	<p><b>Accountability:</b> Willing to accept responsibility. Challenges inappropriate behaviour.</p>
	<p><b>Reliability:</b> Consistently meeting external and internal commitments. Simply doing what we say we will do.</p>
<p><b>Co-operation:</b> Working together, receptive to the knowledge and opinions of others</p>	<p><b>Competence:</b> Knowledge and skill to do the job well. Keen to continually learn new skills and improve role-specific knowledge.</p>
	<p><b>Team Working:</b> Collaboration and consideration for immediate and wider teams.</p>
<p><b>Activism:</b> Empowering colleagues to be advocates for change</p>	<p><b>Responsiveness:</b> Ability to adapt and innovate. Improvements made from lessons learnt. Allowing individuals to exercise appropriate autonomy and to deploy judgement they have developed.</p>
	<p><b>Resilience:</b> Capacity to recover quickly from difficulties and shocks.</p>

Acceptance

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_