

## Application Pack

### Customer Support Representative

#### Welcome

Thank you for expressing an interesting in our current vacancy.

We have an exciting opportunity for a **Customer Support Representative** to join the team. You will enjoy working with people and have a real passion for supporting our customers and colleagues alike. Ideally you will come from a financial services or customer services background but whatever your background, you will share our passion and beliefs of making people matter.

This document provides further information on Five Lamps Group, the role of a Customer Support Representative and the application process.

#### About us

Since our organisation began over 30 years ago, Five Lamps Charity has continually focused on social responsibility.

The impact of our works spans supporting long-term unemployed people back into work; providing training, employment and qualifications to Not in Education Employment or Training (NEET) young people; supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups; providing evening and weekend youth club activities; delivering a Home Care service to support the elderly in our local community to stay in their homes; providing affordable personal loans to individuals and homeowners who are unable to access mainstream support.

In recognition of the increased complexity of the organisation and the need to provide greater transparency in financial performance between the lending and charitable activities, a trading company, Five Lamps Trading Ltd which trades as 'Conduit' and 'Conduit Scotland' was established in 2012. It is a wholly-owned subsidiary which gift aids relevant surpluses to the Charity.



Five Lamps Charity



Five Lamps Trading

## Governance

Five Lamps Charity has a Board of Trustees and Five Lamps Trading Limited has a Board of Directors, who provide leadership, strategic direction, challenge and entrepreneurship, driving the business forward, keeping it under prudent control and acting responsibly towards employees, stakeholders and society as a whole.

The Charity Board meets at least quarterly and comprise of 5 members and the Trading Boards meets monthly and is comprised of 7 members from a diverse range of professional backgrounds.

Charity	Trading
Patricia Chambers, Chair Vivienne Holmes, Vice Chair Trevor Watson Jamie Houlders	Lisa Pickard, Group Chief Executive Rod Jones Trevor Watson Lars Hagelmann

## Senior Management Team

- Group Chief Executive - Lisa Pickard
- Head of Business Development & Assurance – Nichola Storr
- Director of Conduit Operations – John Fettes

## Mission, Vision & Values

**Our Mission: To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion**

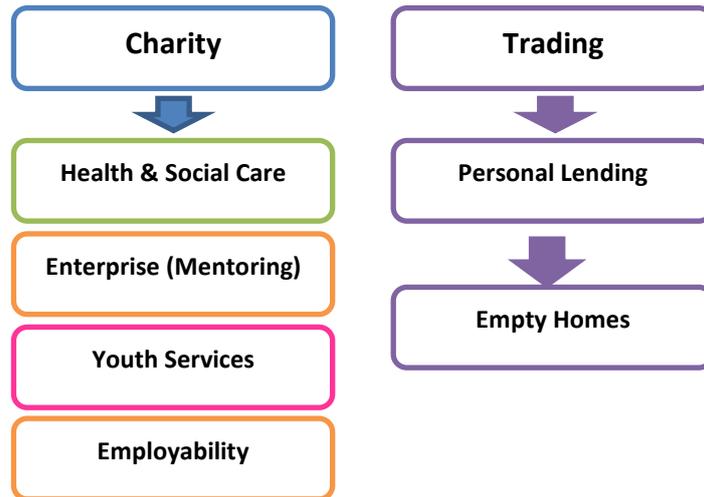
**Our Vision: Creating Possibilities: Improving Lives**

**Our Values**

- To **make people matter**, by releasing their potential and encouraging self-worth
- **Performance matters**, by achieving targets and meeting quality standards
- **Quality matters**, by assuring quality and achieving contemporary quality standards
- To **make communities matter**, by understanding neighbourhoods and their needs including everyone
- **Measuring impact matters** by collecting social, performance and environmental data across the full range of our business and producing an annual Social Impact Report

## Structure

In trying to address social, economic and financial exclusion, we have 6 business divisions within our Charity and Trading Company.



We are regulated by the following:



## Role Description

Reporting to the Customer Experience Manager and to complement our dedicated team, we are recruiting into the role of **Customer Support Representative**. This role plays a pivotal part in helping us build on our vision of creating a fair and inclusive financial world. With rising inflation and everyone facing financial pressures, this role is needed more than ever to help us ensure we provide the right products, journey, and services now and for years to come.

As a local employer, we want to recognise and support our local community not just via our charitable and financial inclusion work but also via employment opportunities like this one.

Our **Customer Support Representatives**, have a passion for customer service and you'll love working with people and be a real people person who is there for customers and colleagues alike, ensuring the best possible outcomes.

This is a permanent role with potential for job share.

## Skills & Experience Required

Factor	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Good standard of general education in particular English Language and Mathematics</li> </ul>	
Experience/Knowledge	<ul style="list-style-type: none"> <li>• Experience of working in a customer experience or administrative team within a financial services/banking environment or retail</li> <li>• Experience of delivering customer outcomes via several communication channels including telephone, email and webchat.</li> <li>• Experience of assisting on customer experience projects and making suggestions for improvements to processes and practices</li> <li>• Awareness of and empathy to the issues affecting individuals from disadvantaged areas</li> <li>• Detailed working knowledge of local and national advice and support agencies</li> <li>• Experience of working to and achieving set customer outcome targets</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of sub-prime lending market</li> <li>• A knowledge and understanding of a CDFI organisation or similar</li> </ul>
Skills/Abilities	<ul style="list-style-type: none"> <li>• Excellent written, oral and interpersonal communication skills</li> <li>• Accuracy and attention to detail</li> <li>• Awareness of data protection and customer confidentiality</li> <li>• Able to think creatively when problem solving</li> <li>• Excellent written and oral communication and presentation skills</li> <li>• Knowledge/experience of Microsoft</li> <li>• Ability to deal with high volume caseloads/communications and organise and prioritise own workload</li> <li>• Ability to work undirected and unsupervised</li> </ul>	
Other (e.g., attitude, interests etc.)	<ul style="list-style-type: none"> <li>• Team Worker with flexible attitude to duties and hours of work</li> <li>• Receptive to the use of new technology in an efficient office environment</li> <li>• Genuine interest in working with the local community</li> <li>• Flexibility to operate within a constantly changing environment</li> <li>• Strong focus on customer care</li> <li>• Drive and determination to achieve excellence</li> <li>• Ability to keep calm under pressure</li> <li>• Empathic to customers' needs</li> </ul>	

## How to apply

Please visit our recruitment page, [www.fivelamps.org.uk/about/vacancies/](http://www.fivelamps.org.uk/about/vacancies/) and complete the application form. Please then send this to [hr@fivelamps.org.uk](mailto:hr@fivelamps.org.uk)

For an informal discussion about this post, please contact John Fettes, Director of Conduit Operations on 07889 299806

**At Five Lamps we want our Customer Support Representatives to be a ‘conduit’ between the brand and our customer base.**

- ✚ Do you want to make a real and positive impact to people’s lives across Teesside and Nationally?
- ✚ Do you want to work with a respected, ambitious, multi award winning charity?
- ✚ Can you spot blockages and opportunities when you look at overall journeys?
- ✚ Do you like helping customers and arriving at solutions?

**Yes?** then this could be your dream job.

To complement our dedicated team, we are looking to recruit into the roles of **Customer Support Representative**. This role plays a pivotal part in helping us build on our vision of creating a fair and inclusive financial world. With rising inflation, the cost of living going up and up, and everyone facing financial pressures, this role is needed more than ever to help us ensure we provide the right products, journey, and services now and for years to come.

As a **Customer Support Representatives**, you will have a passion for customer service and you’ll love working with people and be a real people person who is there for customers and colleagues alike, ensuring the best possible outcomes.

We are looking for people who will share our core values and who care about supporting some of the most financially and socially excluded members of our society and stopping them turning to High-Cost Short Term Credit providers or worse!

We firmly believe in progression and personal development. So over and above full training on commencement of your role, we will support wherever possible Learning and Development requests which will benefit the team member and the company, this includes sponsoring professional qualifications.

**Location:** Based at Five Lamps Head Office, Eldon Street, Thornaby, TS17 7DJ – hybrid working is a potential option following training.

**Job Purpose:** You’ll be responsible ensuring that we are delivering a first-class customer journey across all touch/interaction points.

**Hours:** We are looking for candidates to undertake the following hours on a rolling two-week basis. These hours are subject to slight change and are indicative at this time.

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
Job Share Week 1	10:00 -18:30	10:00 -18:30	08:30-17:00	-	09:00-17:00	09:00-17:30
Job Share Week 2	10:00 -18:30	08:30-17:00	-	10:00 -18:30	09:00-17:00	09:00-17:30

**Job type:** Permanent

**Benefits:**

- Free on-site parking
- Wellness programmes

### Experience:

- Ability to demonstrate a passion for customers service and customer satisfaction.
- Experience of delivering customer outcomes via several communication channels including telephone, email and webchat.
- Experience of working in a customer experience or administrative team within a financial services/banking environment or retail
- Experience of assisting on customer experience projects and making suggestions for improvements to processes and practices
- Awareness of and empathy to the issues affecting individuals from disadvantaged areas
- Detailed working knowledge of local and national advice and support agencies
- Experience of working to and achieving set customer outcome targets

How to apply: Applications should be made via [www.fivelamps.org.uk/about/vacancies/](http://www.fivelamps.org.uk/about/vacancies/)

Closing date: Applications must be received by 31<sup>st</sup> July

Interview dates: Interviews/selection process will take place on 5<sup>th</sup> August at our Head Office, Eldon Street, Thornaby, TS17 7DJ

**Please confirm that you can attend the interview date(s).**

**Please note that CVs on their own will not be accepted.**

Job Description

# Customer Support Representative

<b>Location:</b>	Based at our Head office in Eldon Street, Thornaby, Stockton-on- Tees, TS17 7DJ – hybrid working may be a potential following training.
<b>Hours:</b>	37 hours per week - evenings and weekend working may be required ( <b>Job share will be considered</b> )
<b>Responsible to:</b>	Reporting to Customer Experience Manager
<b>Salary Scale:</b>	£20500-£21500
<b>Contract Period:</b>	Permanent

## Duties & Responsibilities

### Job Purpose:

You'll be responsible ensuring that we are delivering a first-class customer journey across all touch/interaction points.

### Main Responsibilities:

- To be a main point of contact for customer interactions ensuring the customer receives the best outcome for the situation.
- Review current and ongoing customer journey identify key touch points and potential areas of improvement that are needed
- To gain better understanding of underwriting process and lending criteria via system. Thereafter carry out lending within designated mandate.
- To undertake daily banking tasks including but not limited to funding and payment collection requests.
- To be empowered to challenge the status quo and report to the Customer Experience Manager, Team Manager and or the SMT any thought and suggestions which will improve systems, policies and importantly customer outcomes.
- To work with the Customer Experience Manager on projects which will allow us to measure customer experience and to gather real life experiences via 'customer input' groups.
- To use knowledge of system and processes to highlight blockages in the journey which are not providing the best possible customer experience and offer remedies.
- To proactively work with Customer Experience Manager as they see fit, working our suppliers in relation to Marketing and PR as well as the Team Managers, Director of Conduit Operations and wider SMT.
- To achieve individual targets as set by Customer Experience Manager whilst assisting team reach collective target for example Trust Pilot review scores and overall promotor scores.
- To demonstrate a commitment to your own personal development.
- To maintain knowledge of best practice in relation to Customer Experience and share with key stakeholders
- To demonstrate a commitment to your own personal development.
- To maintain knowledge of best practice in this space via training, own development and industry reviews.
- To be a positive role model and promote Five Lamps its services and to ensure that a professional image is portrayed at all times to customers and colleagues alike.
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*Conduit is the trading name of Five Lamps Trading Limited, a wholly owned subsidiary of Five Lamps*