

Job Description

Job Title: Customer Communications Administrator

Reporting to: Team Leader – Customer Communications

Salary: Grade 2

Working Hours: Between 08:00 – 18:00 Monday – Friday

Hours: 35.75

About Medicash

Medicash is the UK's largest provider of corporate health cash plans, supporting more than 700,000 people across the UK to take a positive approach to their health and wellbeing. Since our founding, Medicash has evolved to meet the changing needs of our members. Today, we're driven by a clear vision: to help one million people live healthier lives by 2030.

As a not-for-profit organisation with strong roots in Liverpool, we're driven by doing the right thing for our customers, our communities, and each other. We work in a regulated environment and take quality, fairness, and good customer outcomes seriously, but we're equally proud of our friendly, supportive culture. Our teams are collaborative, social, and passionate about what they do, with many colleagues choosing to stay and grow with us for the long term. We believe in investing in our people, prioritising wellbeing, and creating a workplace where everyone feels valued, supported, and able to make a real difference.

Role Purpose

As a Customer Communications Advisor, you'll support our customers across digital channels including email, app messaging and future platforms, delivering high quality, professional, and friendly service.

Your focus will be on resolving customer enquiries effectively and fairly at the earliest opportunity, while providing clear, empathetic and accurate responses that deliver a positive experience every time.

We operate in a regulated environment, so doing the right thing for our customers is at the heart of everything we do. You'll follow clear processes and quality standards, supported by training, coaching, and a team that genuinely wants you to succeed.

Key Responsibilities

Supporting Our Customers

- Manage customer enquiries across email, app messaging and digital channels in a professional and efficient way
- Resolve customer queries at first point of contact wherever possible
- Take ownership of enquiries from initial contact through to resolution
- Provide clear, accurate information and set realistic expectations
- Reduce repeat contact by resolving queries fully the first time

Delivering a Great Experience

- Communicate clearly, professionally and confidently in writing
- Use appropriate tone, empathy and language to suit each customer
- Ensure all written responses are accurate, well-structured and easy to understand
- Treat customers fairly and honestly, supporting good customer outcomes

Process, Quality & Compliance

- Follow internal processes, policies and regulatory requirements
- Ensure all written communications meet quality standards (accuracy, tone, grammar, spelling)
- Complete Data Protection checks where applicable before handling customer information
- Maintain clear, accurate and compliant system notes
- Follow correct procedures for complaints, escalations and specialist queries

Supporting Vulnerable Customers

- Be alert to potential vulnerability and respond appropriately
- Adapt communication style to meet individual customer needs
- Follow internal processes to ensure customers receive the right support

Quality & Continuous Improvement

- Work towards agreed performance targets including:
 - Quality Assurance (QA)
 - Customer outcomes and satisfaction
 - Productivity and workload management
- Engage positively with QA feedback and coaching
- Take ownership of personal development and continuous improvement

Flexibility & Business Needs

- Support the team and wider business by undertaking any other reasonable duties appropriate to the role and level of responsibility
- Be open to changes in processes, priorities or digital ways of working (e.g. new communication channels)

Knowledge, Skills & Experience

Essential:

- Strong written communication skills
- Ability to communicate clearly, professionally and accurately in writing
- Good attention to detail and accuracy
- Ability to follow processes and procedures consistently
- Customer-focused mindset with a problem-solving approach

Desirable:

- Previous experience in a customer service or digital communications role
- Experience handling written customer enquiries (e.g. email, live chat)
- Understanding of regulated environments or financial services
- Experience handling complaints or more complex customer queries

Our Values

Customer Focused

Do what's Right

Own it

One Team, Always Improving