

Job Description

Job Title: Customer Service Administrator

Reporting to: Team Leader – Customer Service

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 Service Advisor, you'll be the first point of contact for our customers, delivering high-quality, professional, and friendly service over the phone. Your focus will be on resolving customer enquiries effectively and fairly at the earliest opportunity, while providing 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

- Handle inbound and outbound calls in a warm, professional, and efficient way
- Resolve customer queries at first point of contact wherever possible
- Take ownership of customer enquiries through to resolution
- Provide clear, accurate information and set realistic expectations
- Reduce repeat contact by resolving queries properly the first time

Delivering a Great Experience

- Communicate clearly and confidently, in line with our values
- Show empathy and understanding, adapting your approach to each customer
- Create positive, consistent customer experiences
- Treat customers fairly and honestly, helping to deliver good outcomes every time

Process, Quality & Compliance

- Follow internal processes, policies, and regulatory requirements

- Complete Data Protection and security checks accurately before discussing customer information
- Ensure system notes are clear, accurate, and compliant
- Follow correct procedures for complaints, escalations, and specialist queries

Supporting Vulnerable Customers

- Be alert to potential vulnerability and respond appropriately
- Adapt your communication style to suit customer needs
- Follow internal processes to make sure customers receive the right support

Quality & Continuous Improvement

- Work towards agreed performance targets including:
 - Quality Assurance (QA)
 - Customer outcomes and satisfaction
 - Productivity and call handling
- 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 ways of working as the business evolves

Knowledge, Skills & Experience

Essential:

Strong communication skills (verbal)

Ability to manage customer conversations confidently and professionally

Good attention to detail and accuracy

Ability to follow processes and procedures consistently

Customer-focused mindset with a problem-solving approach

Desirable:

Previous contact centre or telephony experience

Understanding of regulated environments or financial services

Experience handling complaints or complex customer queries

Our Values

Customer Focused

Do what's Right

Own it

One Team, Always Improving