



VACANCY

Customer Care Administrator

Liverpool | Full Time | 35.75 Hours per Week
Starting from £24,740

The Opportunity

We're looking for a Customer Care Administrator to join our Customer Care team.

In this role, you'll support customers who may need a more tailored, sensitive or complex approach. This could include supporting customers through complaints, vulnerable customer situations and bereavement cases.

You'll take ownership of cases from start to finish, ensuring every customer receives clear, compassionate and professional support. You'll listen carefully, understand individual needs and work towards fair and appropriate outcomes in line with our policies, regulatory requirements and The Medicash Way.

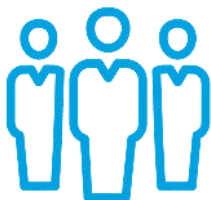
This is an ideal opportunity for someone who genuinely enjoys helping people, has excellent communication skills and can remain calm, empathetic and professional when dealing with sensitive situations.

You'll be an important part of delivering a high-quality, "white glove" customer experience, making sure customers who need additional support receive the care and attention they deserve.

Our Values

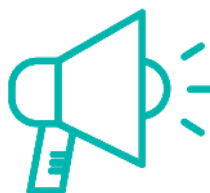
Everything we do at Medicash is guided by our values:

CUSTOMER FOCUSED



We put our customers at the heart of every decision.

DO WHAT'S RIGHT



We act with honesty, fairness and integrity.

OWN IT



We take responsibility and see things through.

ONE TEAM, ALWAYS IMPROVING



We work together and continuously look for ways to improve.

If these values resonate with you, we'd love to hear from you. Please apply by emailing humanresources@medicash.org with your CV and covering letter.



What You'll Be Doing

- Managing complex customer cases, including complaints, bereavement notifications and vulnerable customer situations
- Taking ownership of cases from initial contact through to resolution
- Providing clear, compassionate and timely communication throughout the customer journey
- Supporting customers with more complex or sensitive claims
- Liaising with customers, next of kin and third parties where appropriate to gather the information needed
- Adapting your communication style to meet the needs of different customers
- Providing reassurance, clarity and support during sensitive or challenging situations
- Ensuring outcomes are fair, appropriate and aligned with customer needs and policy rules
- Supporting the investigation and resolution of complaints, including contributing to high-quality written responses
- Maintaining clear, accurate and compliant customer records and system notes
- Following internal processes, complaint handling standards and regulatory requirements
- Identifying and escalating risks, trends or complex issues where appropriate
- Recognising and appropriately supporting vulnerable customers
- Handling bereavement cases with sensitivity and care, including communicating with next of kin
- Working towards agreed quality and customer outcome measures
- Responding positively to feedback and coaching and taking ownership of your development
- Sharing feedback and insight to help improve our processes and customer experience
- Supporting colleagues and adapting to changes in processes, priorities and ways of working

About Medicash

Medicash is the UK's leading 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.

As a not-for-profit organisation, we're passionate about making a difference. We invest in our people, value wellbeing and create an environment where colleagues can develop, grow and build rewarding careers.



VACANCY

About You

We're looking for someone who:

- Has excellent written and verbal communication skills
- Has a high level of empathy and emotional intelligence
- Is confident handling sensitive, complex or challenging customer situations
- Can adapt their communication style to different customer needs
- Pays close attention to detail and takes pride in getting things right
- Can follow processes, policies and regulatory requirements consistently
- Has a customer-first mindset and is committed to achieving fair outcomes
- Can take ownership of a case and see it through to resolution
- Remains calm, professional and compassionate when dealing with sensitive situations
- Works well as part of a team and is willing to support colleagues
- Is open to feedback, learning and continuous improvement

Previous experience handling complaints, complex customer cases or vulnerable customers would be beneficial. Experience in claims processing or working within a regulated environment would also be an advantage.

An understanding of complaint handling requirements, such as DISP, would be desirable but isn't essential.

Most importantly, we're looking for someone who cares about doing the right thing for customers, can build trust through their communication and is passionate about delivering a high standard of service when customers need us most.

Why Join Medicash?

At Medicash, you'll join a friendly and supportive organisation that genuinely cares about its people and customers.

We'll provide the training and encouragement you need to succeed, while giving you the opportunity to develop your skills and build a rewarding career. If you're empathetic, resilient and passionate about delivering exceptional customer care, we'd love to hear from you.

Ready to start your journey with Medicash? Apply today by emailing humanresources@medicash.org with your CV and covering email telling us what excites you most about applying for this role and why you think you would be great for Medicash.