



VACANCY

Customer Communications Administrator

Liverpool | Full Time | 35.75 Hours per Week

Starting from £24,740

The Opportunity

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

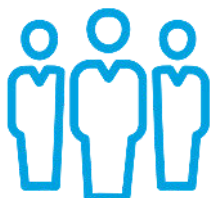
In this role, you'll support customers through a range of digital channels, including email and online communications. You'll help answer questions, resolve enquiries and provide clear, accurate and empathetic support that helps customers get the most from their Medicash membership.

This is an ideal opportunity for someone who enjoys written communication, has a keen eye for detail and takes pride in delivering excellent customer service.

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.

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.



What You'll Be Doing

- Responding to customer enquiries through email, app messaging and other digital channels
- Taking ownership of customer queries and seeing them through to resolution
- Providing clear, professional and easy-to-understand written responses
- Helping customers with a range of membership, account and product enquiries
- Maintaining accurate customer records and updating internal systems
- Ensuring communications are accurate, empathetic and aligned with Medicash values
- Working closely with colleagues to deliver a seamless customer experience
- Supporting customers fairly and consistently while helping achieve positive outcomes

About You

We're looking for someone who:

- Has excellent written communication skills
- Pays close attention to detail and accuracy
- Can adapt their communication style to different customer needs
- Enjoys problem-solving and finding solutions
- Has strong organisational skills and can manage multiple tasks effectively
- Takes ownership and works well as part of a team
- Has a customer-focused mindset and a passion for delivering great service

Previous experience in customer service, email support or online customer engagement would be beneficial, but most importantly we're looking for someone who shares our values and is eager to learn and grow.

Why Join Medicash?

At Medicash, you'll join a friendly and supportive organisation that genuinely cares about its people. We'll provide the training, development and encouragement you need to succeed while giving you the opportunity to make a meaningful difference to our customers every day.

If you're passionate about customer service and enjoy creating positive experiences through digital communication, 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.