



GUARDSMAN
AN AMYNTA COMPANY
FURNITURE PROFESSIONALS

WE'RE HIRING

Consumer Advisor

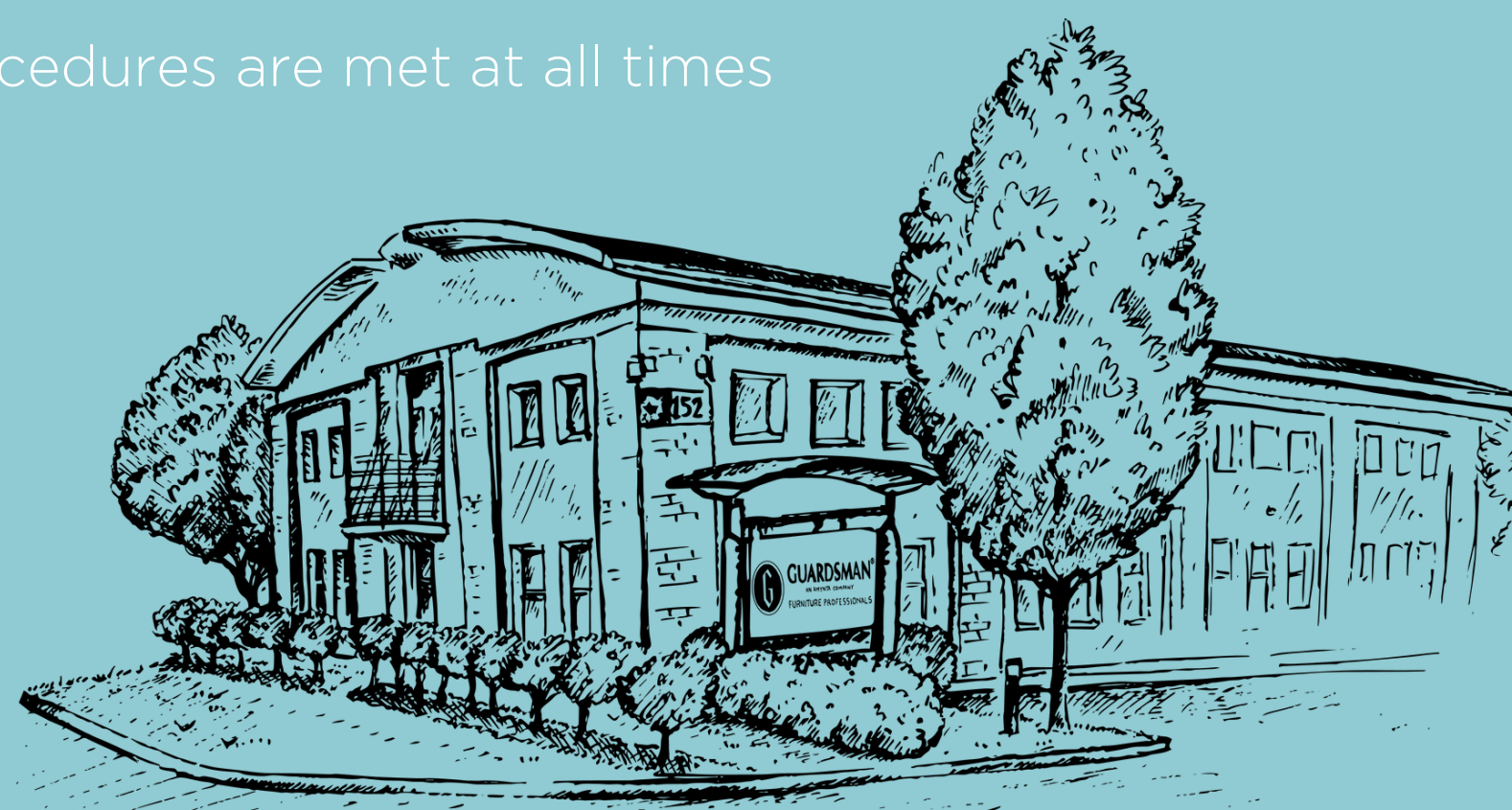
Abingdon, Oxfordshire Head Office/Home
35 hours per week

As a Consumer Advisor at Guardsman you'll be part of a friendly supportive team that's passionate about creating a positive consumer experience. You'll be given everything you need to succeed and deliver a first-class service. Our training not only focuses on learning the role, but also provides you with practical steps to help you become the very best whilst maintaining a service which meets the requirements of the industry regulator, the Financial Conduct Authority (FCA).

What will your day look like?

The Consumer Advisor will be responsible for:

- Handling telephone calls and web-based enquiries from furniture insurance policy holders who want to make a claim
- Process their claim and record information accurately and correctly onto the claim database
- Handle all declined claims to the correct service level arrangement, and in line with the requirement of the regulator (FCA)
- Provide consumers with an update on their existing claims and update the system accordingly
- Pass new leads to our technician network, for policy holders who have had their claim declined
- Ensure that all calls and web-based enquiries are answered within our agreed service levels
- Ensure that all calls audits meet the minimum score of 90%
- Perform other duties as assigned by the Team Manager
- Ensure compliance and regulatory rules and procedures are met at all times



Your experience

ESSENTIAL:

- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook
- Excellent communication skills
- Excellent customer service skills
- Good attention to detail and accuracy when entering information onto internal computer system
- Able to work on own initiative and ability to prioritise

DESIRABLE:

- Experience of working within the insurance industry
- Knowledge of industry standard processes and procedures
- Experience of working in a fast paced, results driven environment

Rewards

- Competitive salary
- Bonus scheme
- Pension Scheme (up to 8% paid by Guardsman)
- Life assurance cover (4 x basic salary)
- 25 days annual holiday
- Employee Assist Programme - a positive, preventative programme including advice, training and services to help with events and issues within your everyday work and personal life
- A friendly work environment with flexible working considered

See yourself at Guardsman

We pride ourselves on our company aim, to help everyone enjoy and be proud of their furniture; by providing furniture insurance that covers for accidental stains and damage, or offering care and repair furniture products sold through Amazon. And being part of a large organisation, gives us the support to invest in not only the business, but also the people who work for it.

We believe it is the quality and commitment of our people that gives us our leading edge, and are proud to say that some members of the team have been at Guardsman for over 25 years. We are committed to the ongoing professional development of all our staff ensuring a personal development plan forms part of their yearly objectives.

We value diversity in our team and welcome applications from all suitably qualified people. Our progressive personnel policies seek to accommodate individual circumstances and requirements. All staff are expected to support and promote the principles of diversity and inclusivity to the full.

Next Steps

If you are interested in the role, please contact careers@guardsman.co.uk with a copy of your CV and a covering letter outlining your specific interests and motivations for the role, stating your current salary and availability.

Equal opportunities: The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.