

Role Description

Title: Supporter Services Executive

Reporting To: Inbound Operations Supervisor

To: Be responsible for delivering exceptional customer service through participating in all channels of communication and in all administrative duties within the Supporter Services team to meet supporter requests, client Service Level Agreements (SLAs) and business Key Performance Indicators (KPI's).

In a way that: Is efficient and effective leading to exemplary feedback from clients and internal stakeholders

So that: The Woods Valldata offering in Supporter and Client Services is proactive, efficient, and acknowledged as sector leading.

Key priorities:

- **Client retention** – by offering proactive, exemplary service standards to all clients and their supporters
- **Department efficiency** – support the development of new processes and process change to enable a collaborative approach to efficiency
- **Team wellbeing** – contribute to briefings, meetings, training, and any other development opportunities to ensure a well-trained, well briefed, and effective team dynamic
- **Client SLA's** – work within the guidelines of team/business KPIs to ensure the attainment of client SLA's and be proactive be escalating issues relating to either
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company its information, reputation and its employees and clients

Important priorities:

- Ensure you understand and follow the company policies with regards to System, data, and physical security always
- Ensure you always understand and follow the company policies with regards to Health and Safety
- Ensure you understand and follow the company policies with regards compliance with PCI and GCRTS and other relevant standards
- Ensure you understand and follow the company Standard Operating Procedures where they exist.

Departmental Responsibilities:

- Manage contacts from clients, supporters and Woods Valldata business areas as required via Multiple channels (calls, emails, tickets, physical responses, reports and any future channel)
- Assist supporters/clients by answering their queries (via all channels) professionally and in line with client requirements, and processing payments via multiple methods where required
- Generate outgoing calls, emails, and tickets (and any future channel of communication) to supporters/clients as required to assist in the successful completion of queries/payments/complaints

- Action tasks and activities as per calendar schedule
- Consistently meet team and individual KPIs (measurable) in support of delivering client SLAs
- To meet the needs of the business, it may be necessary from time to time to work in other areas of the business during busy periods.

Key performance indicators:

- Calls handled per time period
- Emails managed per time period
- Tickets actioned per time period
- Physical responses per time period

Key Skills and Attributes:

- Exceptional communication skills – verbal and written, telephone and face to face
- Great interpersonal skills being able to communicate effectively at all levels
- Energy and enthusiasm, willingness to learn and to be adaptable to change
- A willingness to 'go the extra mile' with external and internal stakeholders and customers
- Able to work well under pressure and to internal KPI targets
- Able to work independently as well as an effective team member
- Highly PC literate. Good Outlook, Excel, Word skills (onsite assessment required)
- Ability to learn new (bespoke) applications quickly and confidently
- Methodical with attention to detail and accuracy