

# Role Overview

<b>Job title</b>	<b>Savings CSA</b>
<b>Team</b>	<b>Savings Team</b>
<b>Position</b>	<b>Permanent   Full Time 36.25hrs</b>
<b>Location</b>	<b>Head Office Loughborough</b>
<b>Reporting to</b>	<b>Lucie Kilbane</b>
<b>Responsible for</b>	<b>Not Applicable</b>

## About the Role

To carry out customer account related administration, providing an efficient, effective, accurate and professional service to all internal and external customers whilst working compliantly with Society policies and procedure. To also provide a friendly and professional service for visitors and callers to our Head office, offering a high quality of customer service, in a compliant manner whilst contributing to continuous improvement within the savings team.

## Skills & Experience

- Excellent customer services skills
- Confident and effective communication skills, written and verbal
- Organised with ability to prioritise tasks and to work under pressure
- Accurate with attention to detail
- Confident with IT systems and technology
- Able to work independently and as part of a team
- Ability to absorb new information and learn new skills with ease

## Key Tasks & Responsibilities

- To proactively seek, refer and secure opportunities based on product and service needs from the whole range of products and services offered.
- Provide a professional, effective point of contact for internal and external customers responding accurately and efficiently to enquiries by telephone and email.
- Carry out customer requests, and transactions, in an accurate and timely manner.
- To use initiative and take personal responsibility for the achievement of objectives with guidance from management.
- To respond positively to guidance and direction given to meet the requirements of the role.
- To build effective relationships and work as a team with others within the Society and to communicate effectively with members and/or external contacts.
- To maintain and apply Society and industry wide knowledge relevant to the diverse work within the savings team function.
- To maintain and apply diverse compliance knowledge relevant to the savings team function.

- Ensure customer accounts are accurately amended and maintained to protect the integrity of the data and maintain consistency across the core systems and produce accurate and relevant management information.
- Monitoring and reporting as required and updating internal tracking records.

## Behaviours

At The Loughborough we recognise that how we behave directly impacts our members' experience. We want people with a positive approach to our expected behaviours;

- Focus on Member – Exceeding the expectations of our internal & external customers.
- Focus on Society – Knowing where we want to be, what success looks like and exceeding expectations. Taking personal responsibility for achieving excellent business results.
- Focus on Teamworking – Working together continuously & promoting co-operation to achieve our business objectives
- Focus on Improvement – Continuously strive for innovative and better ways to deliver our business.
- Focus of Self – Meet future challenges by building knowledge and experience and acting as a role model for personal development.

## What you'll love about us

- Equal opportunities –We're committed to the principle of equal employment opportunities for all and to providing employees with a work environment free from discrimination and harassment. All employment decisions at The Loughborough are based on business needs, job requirements and individual qualifications, without regard to all nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) We won't tolerate discrimination or harassment based on any of these characteristics.
- Flexible working – a great work / life balance with our flexible working scheme and Hybrid working patterns.
- Rest and relaxation – confirm holiday entitlement plus bank holidays
- Health benefits – Bupa, Help@Hand, Mental Health First Aiders, company sick pay scheme, wellbeing day.
- Life Assurance – 4x salary death in service benefit.
- Employee pension scheme through Aviva with 7% company contributions, increasing to 12% with 5 years complete service.

## How to apply

Send us your CV and tell us why this is the job for you to [Careers@theloughborough.co.uk](mailto:Careers@theloughborough.co.uk)

Closing date for applications is 28<sup>th</sup> April 2025.

We'll be in touch to arrange interviews, but if you're not quite the right person for the role we'll let you know why.

We anticipate holding interviews in the week commencing 5<sup>th</sup> May 2025.