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| **Role** | **Need to Have** | **Need To Know** | **Need to Be** |
| **Role Purpose**  To provide an efficient, responsive and accurate quality telephony service to all NFU Mutual customers.  Ensure accuracy and compliance with all relevant customer and scheme working instructions, to ensure we achieve the performance objectives required by the business and NFU Mutual  Effectively communicate to our customers, our plans to resolve their situation and manage their experience through to completion, have the ability to identify customer delay and integrity to work to resolve with the wider Customer Service team to gain a resolution and make appropriate deployment decisions.  Ensuring we deliver exceptional customer service to drive up Net Promoter Scores and drive down complaints  **Reports to:**   * NFU Mutual Team Manager   **Location**   * Bescot   **Relationships**  Internal   * NFU Mutual Contact Centre Manager * NFU Mutual Team Managers * RAC Patrols * Contractor Services * RAC COMMERCIAL Colleagues * CSC * Customer Care * National Resource Centre * IT help desk   **External**   * NFU Mutual Agencies * NFU Mutual Customers * PRP Livestock Movement Specialists * NFU Mutual Preferred Tyre Supplier * Suppliers * Contractors * Specialist suppliers | **Outcomes**  **Key Accountabilities**   * Offer the best possible and cost effective solution ensuring provision of a professional and quality service, which meets or exceeds customers’, needs and agreed organisational goals. * To respond to all incoming calls to customers broken down at the roadside quickly and effectively, to take full details of the breakdown, establish the driver’s entitlements and requirements. * Manage the time to attend the customer at the roadside through effective communication, identifying how the customer can be proactively managed through to satisfactory completion. * Ensure all relevant contact is made to customers to ensure their welfare and safety * Develop positive relationships with all colleagues within Roadside Services, taking responsibility for own actions, supporting others’ decisions and assisting Roadside Services in the delivery of inspirational customer service. * Liaise and communicate with internal and external contacts ensuring that resources are available and services are provided on a timely and efficient basis, taking responsibility for the quick and effective resolution of all customers’ needs. * Effectively manage via Tranman to deliver effective deployment decisions, and manage performance adherence through constant monitoring and incident management. * Contribute to defined individual and team performance targets, which achieve profitability, growth and service excellence.      * Constantly update and maintain product and skills based knowledge in order to provide inspirational service | **Skills, Knowledge & Experience**  **Essential**   * Follow performance adherence requirements to ensure compliance to performance KPI delivery is achieved * Ability to drive own performance improvement * Ability to be flexible and adapt to changing work demands and process * Ability to work as part of a team to achieve business performance * Manage EOD / Live complaint interface in line with business requirements and guidelines * Communicate effectively with customers and other RAC Colleagues   Desirable     * Knowledge of RAC processes and requirements * Experience of NFU Mutual /RAC Commercial methodology and of both iCAD/Tranman   **Regulatory Knowledge/FCA:**   * Knowledge of breakdown products * Knowledge of systems and processes * Requirement to conform to Data Protection Act, Working Time Directive, Health & Safety and FCA. | .   |  |  | | --- | --- | | **Capabilities/Strengths:**  Achievement Drive | 3 | | Customer Focus | 3 | | Interpersonal and Influencing | 2 | | Commercial Awareness | 2 | | Team Working | 3 | | Judgement and Decision Making | 2 | |  |  | |  |  | |