

Job Title	Senior Customer Representative
Reporting to	Head of Member services

Main purpose of the role
The Senior Customer Representative role (SCR) is responsible for the day to day running of the branch and will act as a deputy for the Head of Member Services. The SCR is also responsible for maintaining the Society's Member relationships and delivering the highest standards of customer service whilst ensuring that our Members are aware of all products and services provided by the Society enabling them to make an informed choice whether that be through face to face or telephone interaction.

Main duties and responsibilities
<ul style="list-style-type: none"> • To manage the day to day activities in the branch • Manage the resources within the branch to ensure it remains staffed at the appropriate level at all times paying particular attention at busy times, lunch cover and ensure we react quickly to a queue. • Operate compliantly within the principles of regulation laid down by the Prudential Regulation Authority (PRA) and the Financial Conduct Authority (FCA) • Actively encourage Members to use the Society's full range of products and services • Take responsibility for your own and branch quality of output – attention to detail and a concern for accuracy is essential. • Take responsibility for your own development through the 1 to 1, appraisal and personal development process Ensuring all training requirements are completed to timescales (for example Skillserve) • Hold daily huddles to allocate tasks and weekly training meetings as and when required. • Become a first point of contact for staff queries and training requirements • Provide exceptional member service at all times – lead by example and ensure that the branch team maintain the same standard. • Challenge procedures to enhance the efficiency and security of the branch environment and encourage others to do the same.

Skills
<ul style="list-style-type: none"> • Excellent communications skills both written and verbal • Ability to work as part of a team • Ability to work without supervision, in an orderly manner, delivering quality, accurate output • Excellent time management and organisational skills – ability to plan, prioritise, organise and delegate tasks • Ability to resolve problems efficiently • Experience of working in a customer service environment • Demonstrates initiative • Embrace the Society's smart values and demonstrate these in all aspects of the role • A strong knowledge of various IT packages including Excel and word • Good working knowledge of all of the Societies policies and procedures, particularly compliance with AML, financial crime, GDPR and identification requirements

Legal responsibilities and policies

- To adhere to the Society's Employment Policies and Procedures, including the Society's Health & Safety Policy and any other policy that may be in force from time to time.
- To buy in to the Society's ethos and understand the broader interests of the Society's business.
- To undergo appropriate training as required by the Society.
- To understand, maintain and promote the workplace ethos at all times whilst undertaking your duties and responsibilities.
- Knowledge and understanding of the FCA Conduct Rules to ensure adherence at all times in all aspects of own job role and the department as a whole

Behaviors

- Embrace the Society's values and culture and demonstrate these in all aspects of the role.
- Demonstrate a willingness to help others and other departments in times of increased workloads
- Remain professional and courteous to Members and staff at all times.

It is the intention of Penrith Building Society that this Job Description is seen as a guide to the major areas and duties for which the jobholder is accountable. However, the business may change and the jobholder's obligations may vary and develop. This Job Description should therefore be seen as a guide and not as a permanent, definitive and exhaustive statement.