



# Creating a world of better opportunities



## Job description

### **Member and Customer Support Executive**

Stevenage

Fixed Term Contract

Grade 4

Full Time - 35 Hours per Week

**Reports to:** Member and Customer Support Manager

## Where the role fits

*Please enter your Entity/Function description*

## Purpose of the role

The Member and Customer Support Executive will play a pivotal role in ensuring the delivery of success and satisfaction to our members and customers. The Support Executive will provide knowledge and technical expertise to the wider Engagement Team to support administrative functions, enhance customer experience and drive opportunities to identify and maximise revenue and performance

## Our five behaviours

Created by our people – for our people; our behaviours underpin much of what we do and reinforce the type of organisation we want to be. They're an integral part of how our performance is managed and how we recognise great work, and map across our learning and development offering too.

You will seek to bring our behaviours to life in all that you do:

- **Include everyone**
- **Do your very best**
- **Take full ownership**
- **Work well with others**
- **Openly communicate**

## Main duties and responsibilities (not necessarily in priority order)

- Strive for advancement through continuous professional learning, training and development, and ensuring the active engagement of members and customers to fully understand their requirements and to appropriately position IET products and services.
- Achieve weekly and monthly activity targets, as set by the Member and Customer Support Manager.
- Ensure Service Level Agreements are met against relevant products and services.
- Support the set up and maintenance of IET events on relevant systems.
- Process new applications or removals for Central Payment Schemes on our CRM, ensuring end to end processes are within SLA's and individual member records are accurately maintained.
- Where processing transfer or upgrade applications for IET membership, assess eligibility and elect to most relevant category.
- Act as an advocate for members and customers within the IET, voicing their concerns and highlighting their successes or hurdles to internal stakeholders.
- Collaborate closely with key internal stakeholders to align customer experience initiatives with broader organisational and strategic objectives, conducting regular reviews where necessary to assess opportunities and challenges.
- Track personal performance metrics, with a focus on customer satisfaction and conversion rated.
- Process and manage sensitive customer information, including payment information for various products and services, with a high level of accuracy.
- Independently execute a diverse range of tasks under general supervision, ensuring accuracy, efficiency, and adherence to established procedures.
- Any other duties as are reasonable as per the skill and experience of the post-holder.

The following generic responsibilities would also apply to the role. Specific responsibilities will vary depending on the department and level of seniority.

- **Deliver high-quality support services:** You'll be responsible for delivering a wide range of essential tasks and services that ensure the smooth day-to-day running of the IET.

- **Maintain accuracy and efficiency:** You'll prioritise accuracy and efficiency in all your tasks, adhering to established procedures and guidelines.
- **Offer exceptional customer service:** You'll be a positive and professional point of contact, providing excellent customer service to both internal and external clients whenever required.
- **Collaborate effectively:** You'll work collaboratively with colleagues across departments, fostering open communication and a supportive team environment.
- **Embrace continuous learning:** You'll demonstrate a commitment to lifelong learning and development, readily adapting to new processes and technologies to enhance your skills and contribute effectively to the IET.

## Skills and experience required

- Previous experience in a Customer Service or Support role is essential; experience within a Professional Membership Body, or similar is highly preferred.
- Experience in processing payment details or handling highly sensitive information.

The following generic skills and experiences would also apply to the role. Specific requirements may vary depending on the department and level of seniority.

- **Lifelong learning:** You'll demonstrate a willingness and flexible approach to learning and adapting to new tasks and responsibilities, readily embracing new processes and technologies.
- **Teamwork and collaboration:** You'll be a strong team player with the ability to work effectively in a team environment, providing support to colleagues and contributing to achieving shared team goals.
- **Effective communication:** You'll possess excellent written and verbal communication skills, ensuring clear and concise communication with both internal and external clients.
- **Organisation and time management:** You'll demonstrate strong organisational and time management skills, effectively prioritising tasks and meeting deadlines consistently.
- **Positive and inclusive work environment:** You'll be passionate about creating a positive and inclusive work environment, fostering collaboration and teamwork, and contributing to a supportive team atmosphere.
- **Proficiency in IT tools:** You'll be proficient in Microsoft Office applications and demonstrate a willingness to learn and use any applicable support systems, including CRMs and databases.

## Document control

<i>Authorised by</i>	<i>Job Title</i>	<i>Date</i>
<i>Head of Department / Team</i>	<i>[ GL, Head of Member and Customer Engagement ]</i>	<i>[ 08.2024 ]</i>
<i>Strategic People Partner</i>	<i>[ VD, Strategic People Partner ]</i>	<i>[ 08.2024 ]</i>

*This job description is not intended to include specific tasks, temporary activities or projects but aims to describe the overall purpose and outputs for the role and may be subject to change. Using this role profile, specific success objectives will be part of the ongoing performance conversations with your manager throughout the year.*

*It's the expectation that you will understand and keep up-to-date with all IET mandatory policies and appropriate training, including data protection and data handling, as well as current Health and Safety policies.*