

Vacancy:	Customer Service Advisor (Permanent)
Reference:	CSA Perm (CSAPR09)
Team:	Pensions Contact Centre
Location:	Preston
Salary:	Dependent on Skills, Qualifications and Experience (£17372 - £19742)
Hours:	37 hours per working week
Contract type:	Permanent

The Role

An exciting opportunity has arisen for two Customer Service Advisors to join our busy Pensions Contact Centre team.

This is a customer focussed role which will involve interaction with members of the Public Sector Pension schemes administered by "Your Pension Service". The role is varied and will include, providing the highest standard of customer service utilising self-service , telephony , email and face to face contact. The role is predominantly focussed on answering Pensions Queries via telephone helpdesk and email facility.

You will, ideally, have at least one year's recent telephone experience within a busy contact centre environment with the ability to deal with sensitive and confidential matters appropriately and work effectively as part of a team. As this role will require some face to face interactions with our customers it is essential that candidates are fluent in speaking English and have a minimum Grade C GCSE or equivalent qualification.

Full training in Pensions will be provided so whilst previous experience advantageous it is not necessary.

Please refer to the Job Description and Person Specification for further details about this role.

How to Apply:

You can apply for this role by completing the LPP's application form along with a covering letter by email to careers@localpensionspartnership.org.uk by the closing date below (C.V.'s may be attached to the completed application form).

The LPP provides an environment of continuous personal and professional development and we will support the right candidate in reaching their full potential.

"LPP is keen to promote a diverse workforce to maximise our ability to provide quality services to all our customers. All applicants who are known to be disabled and who meet the minimum criteria for the role will progress to the next stage of the recruitment process."

Closing date for applications: Tuesday 19th September 2017

Interviews to be held on: Tuesday 26th September 2017



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