**Customer Service Expert (Inbound calls and Administration)**

Locations: Sheffield

job requisition id R-134687

Customer Service Expert (Inbound calls and Administration)

Starting salary between £24,200 - £27,300 (depending on hours, location, skills and experience) plus additional benefits

Please note this job role is not sponsorable under the [Home Office points based system.](https://www.gov.uk/government/publications/uk-points-based-immigration-system-employer-information/the-uks-points-based-immigration-system-an-introduction-for-employers)

Our standard full-time contracts are for 35 hours per week (with options for part time working). However, we want you to have the flexibility to increase your working hours if it suits you, so we also offer the option for enhanced 40 hour contract which has an enhanced salary of up to £31,200.

Customer Service careers are different here at Aviva. We believe in creating a better tomorrow, for everyone. That’s why we’re here, and that’s why 15 million customers across the UK have placed their trust in us. We are looking for people who truly care and are driven to give it their all every single day. People like you!

At Aviva we love people who do the right thing for our customers, and our colleagues. We want people who speak up, who take responsibility, and who make good decisions for our customers and the rapid growing business we are today.

A bit about the job:

At Aviva we always provide the very best service with our performance measured in line with Aviva’s values, Care, Commitment, Community and Confidence. In other words, it’s the quality of the personalised service you provide that we’re interested in the most! You will be part of our Platform Organisation, providing telephony, admin, and digital support in an expanding area of Aviva. Our great team of customer experts provide support across our Pension, ISA and Investment portfolio products. There is a lot to learn but don’t worry, through great training and coaching you’ll be well prepared to support the needs of our customers and financial advisers. It’s all about the care and right behaviours that you can bring to the role that matters most!

Skills and experience we’re looking for:

* Ability to work at a fast paced environment whilst maintaining high levels of accuracy and attention to detail.
* Excellent ownership and communication skills to ensure relationship building happens with customers and colleagues through multiple channels of communication.
* Ability to follow complex processes and procedures.
* The ability to manage your own workload effectively and identify opportunities for improvement.
* Excellent working knowledge of Microsoft applications.

What you’ll get for this role:

Our purpose - with you today, for a better tomorrow – is a promise we make to our colleagues too.  And one of the ways we live up to that promise is by investing in you.  We have so much to offer when it comes to being an Aviva colleague.

* Starting salary between £24,200 – £27,300 (depending on hours, location, skills and experience) *Our standard full-time contracts are for 35 hours per week (with options for part time working); we also offer a 40-hour contract which has an enhanced salary of up to £31,200*
* Bonus opportunity - 6%  of annual salary Actual amount depends on your performance and Aviva’s.
* Generous pension scheme - Aviva will contribute up to 14%, depending on what you put in.
* 25 days  holiday plus bank holidays, and you can choose to buy or sell up to 5 days
* Make your money go further - Up to 40% discount on Aviva products, and other retailer discounts
* Up to £1,200 of free Aviva shares per year through our Matching Share Plan and share in the success of Aviva with our Save As You Earn scheme
* Brilliantly supportive policies including parental and carer’s leave
* Flexible benefits to suit you, including sustainability options such as cycle to work
* Make a difference, be part of our [Aviva Communities](https://www.aviva.com/about-us/diversity-equity-and-inclusion/) and use your 3 paid volunteering days to help others
* We take your wellbeing seriously with lots of support and tools

[Take a look](https://careers.aviva.co.uk/our-offer/rewards/) to learn more.  Put a salary into this calculator to see what your total Aviva Reward could be.

Aviva is for everyone:

We’re inclusive and [welcome everyone](https://www.aviva.com/about-us/diversity-equity-and-inclusion/) – we want applications from people with diverse backgrounds and experiences.

Excited but not sure you tick every box? Research tells us that women, particularly, feel this way.  So, regardless of gender, why not apply. And if you’re in a job share just apply as a pair.

We flex locations, hours and working patterns to suit our customers, business, and you. Most of our people are smart working –spending around 50% of their time in our offices every week - combining the benefits of flexibility, with time together with colleagues.

Our people agree that we offer a great company culture and outstanding employee experience. In fact, we're actually an officially certified [Great Place to Work](https://www.greatplacetowork.co.uk/best-workplaces/2024). To find out more about working at Aviva take a look [here](https://careers.aviva.co.uk/working-at-aviva/)

We interview every disabled applicant who meets the minimum criteria for the job. Once you’ve applied, please send us an email stating that you have a disclosed disability, and we’ll interview you.