

## BUSINESS SUPPORT ADVISER (TIER 1)

*Customer service driven individual with a passion for support customers on their business journey. Able to work across multiple channels (telephone, email and webchat) providing businesses with the information and support that they need.*

<b>Salary Group</b>	Customer Service Adviser / Administrator
<b>Why your role is important</b>	<p>Business Support Adviser (Tier 1) is the first point of contact for all customers accessing the Business Support Service, a key government contract offering virtual business support to help customers start and succeed with their business. It is vital that businesses are given accurate, timely information and guidance that they require to start up or overcome a challenge.</p> <p>As a Business Support Adviser you are delivering customer service on behalf of a government contract and also playing a critical role in the success of UMi as a whole through upholding and building on our reputation in the business support sector.</p>

## MAIN RESPONSIBILITIES AND KPI'S

- Always uphold the ART of UMi in all that you do ensure full adherence to expected behaviours and conduct.
- When you see an opportunity to do so, use your skill, experience, and personal characteristics to support projects and activities outside of your core role.
- Be an advocate of UMi through active involvement in promotional and marketing activity and through broader networking and introductions.
- Uphold our commitment to people, planet and profit by consistently operating to UMi's policies, standards and ethics.
- Provide signposting and general business advice via telephone, webchat and email taking ownership to ensure resolution and communicating professionally, verbally and in writing.
- Using a database of information and resources, as well as the GOV.UK website, to ensure customers are provided with consistent, accurate information and to assess eligibility criteria.
- Effectively use a Customer Relationship Management system to accurately collect and record all customer information and make clear notes, whilst adhering to data protection policies.
- Achieve and maintain quality standards in line with contract KPIs, being aware of your own performance through self-management against a personal dashboard to identify where any improvements are needed.
- To carry out business diagnostics to assess whether a customer would be eligible for a follow up appointment and use booking systems accurately.
- To develop yourself professional to gain knowledge to stay up to date with the business support landscape in England.

## THE ART OF UMi

Our values and beliefs

- **Adventurous** – our adventures take us far and wide – they’re tough and exciting but we are fearless and open-minded about where they might lead.
- **Responsible** – we share a collective responsibility to each other, respect the world we live in, and we keep our promises.
- **Togetherness** - We can achieve more together than we can apart, and we know that businesses are more than just bricks and mortar or numbers on a spreadsheet – they’re powered by people.

### YOUR ROLE WITHIN UMi

- Team: Business Support Service
- Your Manager: Team Leader (Business Support Service)
- Reports: None

### THE ESSENTIAL THINGS YOU NEED

- High educational standard minimum GCSE/equivalent including Maths and English.
- Demonstrable track record of delivering excellent customer service across a range of channels.
- Exceptional communication skills (written and verbal), including the ability to effectively listen to interpret customer requirements and analytical ability to assess customer needs.
- Excellent ICT literacy including Microsoft Office packages and digital media channels, such as web chat and email.
- Ability to work flexibly and organise own workload whilst being self-motivated to achieve targets.
- SFEDI qualification or working towards Level 5 SFEDI qualification (to be achieved within 6 months of employment in role).

### THE THINGS THAT ARE NICE TO HAVE

- Previous experience of delivering a business advice service with an understanding of the business support network and policy landscape.
- Ability to interpret basic business financial information
- Experience of using a Customer Relationship Manager (CRM) database.

**YOUR SIGNATURE**

**MANAGER'S SIGNATURE**