



## Customer Support Advisor

Fixed Term Contract minimum of 3 months

Potential to go Permanent

Reepham



## A little bit about The Original Cottage Company...

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Set up by Richard & Lesley Ellis, Norfolk Country Cottages commenced trading in January 1992 from the family kitchen table. Since then, with enthusiastic organic growth and judicious acquisitions, we have grown to be the largest family-owned, independent holiday cottage company in the country, known collectively as The Original Cottage Company (TOCC).

Having our local teams means we can give that local, personal touch to our homeowners and holidaymakers alike. Being part of a bigger family means we can also offer more professional marketing, IT and accounts services than would not be possible with a smaller company. We believe this gives the best of both worlds and is unique in our industry.

Our big competitors think we are crazy for having so many offices and staff, and our small competitors dream of having the expertise that we can offer. This is the reason we have grown every year since 1992.

We foster universally high standards and take a strongly ethical approach when dealing with our employees. We believe in playing to people's strengths and are proud of our reputation for flexibility and fairness as an employer, providing a professional, innovative and fun place to work. This is reflected in the fact that many of our employees are long-serving and thus very experienced.

As an award winning employer, we take delight in seeing our employees develop and grow within the business. We are proud to be a true family business with a strong set of values which guide and inform the way we work. We are;

- |                |            |                    |
|----------------|------------|--------------------|
| - Family owned | - Local    | - Friendly         |
| - Reliable     | - Honest   | - Customer focused |
| - Innovative   | - Flexible | - Progressive      |
| - Fun          |            |                    |

# Job Description - What's the job all about then?

## Overview

The Customer Support position provides a great opportunity to be part of a fantastic team.

The Customer Support Team is another exciting innovation aimed at further improving our customer's experience in those first important moments when they contact us to talk to us about their holiday or if they need to speak to "a real person" about something else connected with it. The team is based at the company's Group Services office in Reepham and operates separately but in close support of all brands in the Original Cottages Family.

Fixed Term Position initially for 4 months, there is potential to move into a permanent position

## Responsibilities & Tasks

### Customer Experience

- Provide excellent customer experiences to our internal and external customers across all channels
- Consistently achieve sales and customer experience standards, targets and quality checks to the required standards
- Utilise training, skills and experience to resolve customer complaints provide first contact resolution where possible
- Build genuine relationships and engage with customers to Identify their needs, clarify information, explore every issue and provide solutions and/or alternatives
- Maintain and improve quality & performance results whilst adhering to standards and guidelines and recommending improvements to procedures where appropriate.
- Complete call logs, notes and reports as required
- Occasional travel to other Original Cottages offices within the UK
- Responsible for continuous personal and professional development.
- Compliance with applicable data and consumer protection legislation (EG GDPR, H&S, PCI, etc)

### Responsibilities for everyone in the Original Cottages Family

- Support and promote the company's purpose, vision and values, using them to underpin your working practice
- Work collaboratively, constructively and courteously with your immediate team and colleagues across the business
- Use IT systems and equipment effectively, in line with company policy and agreed best practice
- Adhere to all relevant workplace regulations, policies and procedures, including those relating to equality and diversity, health and safety and data protection
- Undertake any other tasks that may reasonably be requested, including contributing to business projects



"It is refreshing and rewarding to be employed by a business which encourages the importance and value of 'local', bringing great support to local businesses and the community."

Sue Lee

## Person Specification - Our perfect candidate...

An experienced customer service professional, with a want to work in a fast paced environment that puts the customer at the heart of what they do. Previous contact centre experience would be advantageous however not essential. Demonstrable experience of being able to comfortably speak to customers through different communication channels and the drive to create memorable experiences. A proven track record of using multiple software platforms with a passion to learn and a can do attitude. A flexible working approach is essential with a split of 60% office working and 40% home working.

### Essential Skills

#### Skills/Qualifications

- Team player who enjoys working as part of a wider team
- Excellent communicator both verbally over the phone and in writing
- Computer literate and comfortable using multiple software
- Adaptable to meet customer demand
- NVQ Customer Service (Desirable)

#### Experience

- 1+years of working in a customer service / sales environment
- 3+years of working in a customer service / sales environment (Desirable).

## The Nitty Gritty

We offer attractive working conditions and a very strong team working ethos in which people are encouraged to feel part of “the family”.

- Our opening hours are 8am to 10pm 7 days a week, occasional evening and weekend work will be required.
- A 3 week New Starter program, with ongoing support to help development
- A competitive rate of pay is offered, depending on experience.
- 22 days holiday a year (plus bank holidays) and nobody works on their birthday! The longer you work with us then the better holiday and conditions you receive – we value longevity and loyalty.
- We operate a company contributory pension scheme.
- In a steadily growing company such as this, the career opportunities are there for further advancement into any part of the business – promoting from within being a major part of our business philosophy and values.

## Interested? This is how to apply...

Please send a CV and covering letter (this is important to us) with a little bit about you and why the job appeals to you. This should be addressed to Becky Griffiths and sent to us using the contact details below. We look forward to hearing from you soon.

### Email Address

[jobs@originalcottages.co.uk](mailto:jobs@originalcottages.co.uk)

### Telephone Number

0333 2020 899

### Office Address

Bank House, Market Place, Reepham, Norfolk, NR10 4JJ.

### Website

[originalcottages.co.uk/working-with-us](http://originalcottages.co.uk/working-with-us)