



Customer Support Senior Analyst

Job Description

Who We're Looking For

We are looking for a Customer Support Senior Analyst who will be supporting all areas of Customer Support, including monitoring the performance and procedures, identifying areas of improvement, and working with the manager of the team to support the Customer Support Team. This responsibility may at times stem across other teams across Customer Services.

About Benchmark Capital

Benchmark Capital powers financial advisers through insight and integrated tools, services and investment solutions that help them differentiate their client proposition.

Helping advisers to look after their clients is at the centre of everything we do. Our award-winning solutions support over 150 advice firms, with £17.1 billion of assets under advice¹

With a technology-led ecosystem of regulatory, platform, and investment services, and our own financial planning business, our approach is guided by delivering safety and security for customers and focused on positive client outcomes.

We believe that first-class client service and integrated technology are essential components for long-term success. Our seamless, holistic approach works in harmony both to empower advisers and their clients and to generate tangible financial and competitive advantages.

We work with some of the most successful financial planning firms in the UK, bringing the power of technology to advice and wealth management

¹As at 31.03.21

The base

You'll be based at our Broadlands Business Campus near Horsham in West Sussex. It has high standards and international reputation, without being in the city: a big, countryside campus means life will feel a little different.

We support our offices by using cutting edge software and hardware and our spacious campus facilities mean there's a great working environment for the team. With an on-site restaurant, coffee shop and gym, our campus has much to offer. And commuters can relax on our dedicated regular shuttle bus to and from Horsham's main line train station.

We know that helping you balance personal and professional commitments is a big part of that, so we're open to flexible working. Many of our staff work flexibly in many different ways, including part-time. Please talk to us at interview about the flexibility you need.

What You'll Do

- Ownership and accountability for performance and procedures of Customer Support, ensuring excellent customer outcomes
- Coach and train new members of staff on processes and procedures
- Delegation of day-to-day activities of the Customer Support Team and overseeing the checklist when required.
- Identify and report on process improvements
- First point of contact, as well as point of escalation, for queries from Financial Advisers and/End consumers via phone/email/tickets. Answering customer queries in accordance with processes and procedures.
- Understanding and confidently articulating multiple processes in both written and verbal format; specific to processes and procedures within the support guide.
- Assisting Customer Support Analysts with queries that are escalated to them. Ensuring absolute ownership of queries through to satisfactory resolution; related to CT Suite, Enable, IQ and Asset Hunter and applicable process and procedures.
- Gain and maintain a good understanding of Platforms across Benchmark Capital
- Source answers and think logically to find solutions
- Review data to ensure accuracy
- Proactive feedback to other departments where required in order to ensure excellent client outcomes
- Contribute and feedback in team meetings
- Maintain and Improve Customer Satisfaction Survey Results vs targeted SLA's

The Knowledge, Experience And Qualifications You Need

- Excellent phone manner and experience of dealing with challenging calls
- 5 GCSE's including maths and English language
- 1-2 years customer service experience required (preferably another helpdesk role)
- Accurate with good attention to detail
- Ability to work as part of a team and autonomously
- Excellent communication skills both written and oral
- Organised and diligent, with established network infrastructure
- Build rapport quickly and easily

The Knowledge, Experience And Qualifications That Will Help

- An excellent telephone manner, friendly, professional and customer focused.
- The ability to work deadlines and effectively manage tasks independently.
- Higher education including A Levels or equivalent
- Confident user of Microsoft Word/Excel, PowerPoint
- Demonstrated projects that have been delivered articulating required skills

What You'll Be Like

- Self-starter, willing to learn, with the ability to adapt communication according to the audience
- Excellent time management and ability to prioritise work
- Embraces change positively, demonstrating enthusiasm, energy and positivity
- Review processes and procedures for improvement.

- Able to work efficiently and accurately in a fast-paced environment

We're Looking For The Best, Whoever They Are

Benchmark Capital is an equal opportunities employer. You're welcome here whatever your socio-economic background, race, sex, gender identity, sexual orientation, religious belief, age or disability.

Important Information: Issued by Benchmark Capital Limited, Broadlands Business Campus, Langhurstwood Road, Horsham, West Sussex, RH12 4QP. Registration in England No 09404621.