



Shepherds Friendly is a modern mutual society, offering a variety of adult and children's financial products and services such as ISAs, savings plans, life insurance and income protection. Located in south Manchester in the heart of Cheadle village, the Society has been providing financial security to members for almost 200 years.

Guided by our values of working together, doing the right thing, and making a difference, we are committed to delivering a service which helps our members plan their finances and secure their family's future. In a world of financial complexity, we believe in the power of simplicity.

We are currently recruiting for a Member Services Representative within the Member Services department to join our team of talented individuals. In this role you will be responsible for:

- Providing an excellent and responsive service to members via inbound calls and emails
- Maximising any potential sales opportunities by educating the members and potential members about how Shepherds Friendly plans can benefit them and their families.
- Dealing with all member enquiries effectively and efficiently
- Taking ownership of member issues/queries and being proactive in ensuring that solutions are provided to ensure member satisfaction.
- Updating the appropriate databases with member information

We are looking for someone who:

- Is educated to GCSE level (Maths & English)
- Has proven experience in a tele sales/tele marketing role/customer service focussed role
- Has excellent communication skills
- Has strong ability to prioritise and multitask
- Is able to problem solve and take ownership of tasks
- Has good time management skills
- Has a passion for customer services
- Is able to work in a team

Most importantly, we offer:

- Salary: up to £23k DOE
- 25 days annual leave plus bank holidays
- An extra day off for your birthday
- Pension Scheme – 8% employer contribution
- Access to wellbeing support services through Nuffield Health including access to 24/7 online GP, discounted gym membership and mental health support, plus an employee assistance programme, free eye tests and flu vaccinations.
- Company benefits including life insurance, healthcare cash plan, four paid well-being days, and various social and charitable events throughout the year including a volunteering day at a charity of your choice.
- Optional benefits including cycle to work scheme, holiday trading, season ticket loan, retail discounts, etc.
- 4pm finish on Friday!

If you think this role would be a great fit for you, please submit your CV and cover letter now to careers@shepherdsfriendly.co.uk. For further information, please contact 0800526249.

Diversity and Inclusion

The Society strives to build and nurture an inclusive culture that encourages, supports and celebrates the diverse voices of our people to connect with our members and the communities we serve. We offer a range of family friendly, inclusive employment policies and practices, flexible working arrangements, employee engagement initiatives and office facilities and services to support people from different backgrounds.