



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Customer Support Administrator

Department: Member Administration

Reports to: Customer Support Team Manager

Key relationships: Customer Support Team

Hours: 35 hours per week - Monday to Friday, between 8.30am–8.00pm
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: H

Location: Cardiff Gate with hybrid working

JOB PURPOSE

The role of the Customer Support Administrator is to contribute to the effective operational delivery of a membership administration support service and associated functions, for members, prospective members, and other customers.

KEY RESPONSIBILITIES

1. Financial responsibilities

- 1.1 Identifying cost savings where possible.
- 1.2 Ensure value for money.

2. Specific role responsibilities

- 2.1 Undertake operational delivery of a membership support service and associated functions to agreed individual and team performance goals. This includes:

- Handling in-bound calls, emails, webchat, WhatsApp's and post across the full range of membership administrative enquiries, including new applications, amendments, cancellations, and journals queries etc.
 - Undertaking outbound calls to key/targeted member groups as required/directed
 - Undertaking other membership administrative tasks as required/directed
 - Contributing to reporting relevant to the team's functional area
- 2.2 Under direction of Team Manager/Team Co-ordinator undertake individual and team tasks, prioritising as required.
- 2.3 Ensure personal key performance indicators and other performance targets are being met, and if/where necessary take corrective actions with the support/guidance of the Team Manager.
- 2.4 Set customer service excellence at the heart of delivery of services and functions and demonstrate outstanding customer service provision at all times.
- 2.5 Establish collaborative working relationships with departmental and organisational colleagues that support the delivery of the business.
- 2.6 Undertake or participate in projects as directed.
- 2.7 Develop expert knowledge of, and be an accomplished user of, the RCN's CRM, associated contact centre systems and any other tools required to deliver the service.
- 2.8 Be an excellent source of knowledge on the RCN membership, subscriptions, and payment processes.
- 2.9 With line manager, identify competency-based learning and development needs, based on agreed learning need and objectives through 121 and appraisal that supports the delivery of the business.

3. Strategic duties

- 3.1 Maintain a broad understanding of issues relating to running a contact centre function, and other areas relevant to the business of the Member Administration Department.
- 3.2 Input into strategic work streams as directed/required.

4. Additional responsibilities

- 4.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 4.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 4.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 4.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 4.5 Support member ballot and industrial action activities when required.
- 4.6 Undertake any other duties as requested in line with the job role.

Job description updated by:

Laura Roberts, Customer Support Team Manager
November 2024