

## JOB PROFILE

<b>Job Title:</b> Branch Assistant	<b>Reports to:</b> Branch Supervisor		
	<b>Direct Reports:</b> None		
<b>Job Purpose:</b> To provide customers with first class service and to match the Society's products to the needs of the individual.			
<b>Key Tasks:</b> <ol style="list-style-type: none"> <li>1. Develop and maintain working relationships for the benefit of all Stakeholders through effective communication.</li> <li>2. Contribute to the effectiveness of the workflow</li> <li>3. Contribute to the development of own performance.</li> <li>4. Contribute to a safe and secure working environment.</li> <li>5. Contribute to the improvement of customer service.</li> <li>6. Promote the Society's products and services</li> </ol>			
<b>Qualifications:</b>  Normally minimum of 4 GCSE passes Grade C or above including Maths and English And/or CFSP Desirable NVQ Level 2 Customer Service NVQ Level 2 Financial Services	<b>Experience:</b>  Customer service experience in a busy environment		
<b>Skills:</b>  Communication – telephone/face to face Customer service Keyboard skills Time management Influencing Listening	<b>Knowledge:</b>  Knowledge obtained from qualifications and general experience		
<b>Core behaviours:</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;">           Focus on results            Managing self            Communication         </td> <td style="width: 50%; border: none;">           Centred in the Community            Behaving ethically            Teamwork         </td> </tr> </table>		Focus on results Managing self Communication	Centred in the Community Behaving ethically Teamwork
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<b>Issue Ref:</b> 01/06 v1	<b>Approved:</b>		

