

Job Title:	Customer Care Advisor
Reports To:	Customer Care Team Leader
Date:	April 2026
Role Overview:	
Responsible for providing exceptional customer service by engaging with and understanding the needs of the customer, applying expert product knowledge, and ensuring all policies and procedures are followed.	
Main Duties & Responsibilities:	
• Strive for first call resolution to ensure there is no loss of revenue to the business. • Answering incoming calls, emails, and call backs in line with the current SLA timeframe. • Completing all admin tasks in line with the current SLA timeframe. • Meet customer service targets by achieving the set individual KPI's and objectives. • Process customer queries aiming for first time resolution in a polite and courteous manner in line with the company's values and behaviours. • Liaise with difficult customers whilst also following the correct complaints procedure when required. • Building rapport with the customer to ensure the protection of the CareCo brand. • Providing excellent service to ensure we are retaining existing customers and reducing refunds and goodwill gestures. • Assisting all teams with calls and tasks when required to maintain excellent service levels. • Liaise with third-party suppliers ensuring any issues are dealt with in a timely manner. • Maximising the upsell and cross-sell sales opportunity when appropriate.	
People & Communication:	
• Engage and participate in the performance management review process to ensure effective and ongoing improved performance is achieved. • Seek opportunities for self in ongoing personal development and actively engage with company training opportunities.	
Systems & Procedures:	
• Ensure all company procedures and systems relating to training and development are followed.	

Title: Job Description			
Reference:	F3.18-03	Effective Date:	01/01/2026
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Health & Safety/ Equality & Diversity
- Follow all processes and procedures outlined in the Health & Safety Policy ensuring the health and safety of self, customers and colleagues. - Practice and promote CareCo's Equality, Diversity & Inclusion Policy.
Data Management:
Oversee the compliance of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 to ensure data security is maintained.
Other:
To carry out other duties within the scope of the role or that are commensurate with the level of the position.
CareCo's Values:
We embrace the adventure – Resilience, inquisitiveness, innovation and industry We raise the bar – Always striving to improve. We lend a hand - Be generous, especially with your time and expertise, and be willing to help. We lead with heart – Putting care and authenticity into everything we do.

Post Holder:	
Print:	
Signed:	
Date:	