

## Membership Contact Agent

### Role profile

### About us

We're RCOT, the Royal College of Occupational Therapists. We've championed the profession and the people behind it for over 90 years; and today, we are thriving with over 36,000 members. Then and now, we're here to help achieve life-changing breakthroughs for our members, for the people they support and for society as a whole.

We have a vision, that people everywhere value the life-changing power of occupational therapy. To achieve this we have a new organisational structure which positions us so that we can grasp the opportunities for occupational therapy and for us as a membership body.

### What we do and how we do it

We live and breathe our values. They describe what matters to us. They show how everyone here at RCOT acts and makes decisions as individuals and as one team. And they drive us in our approach to achieving our vision and purpose.

Our values	
<b>We Impact</b>	We make meaningful differences with all our work. We prioritise work that achieves our shared purpose and strategy. We go above and beyond for the people who need us.
<b>We Challenge</b>	We find new and better ways to make things happen. We are brave and bold in our ideas and actions. We challenge ourselves, each other and the status quo.
<b>We Elevate</b>	We lift up and support others to be and do their best. We are accessible and collaborative. We are united and move forward together, even if we sometimes disagree.
<b>We Respect</b>	We value each other and celebrate our differences. We are approachable, genuine and trustworthy. We listen to others and believe everyone's views should be heard.

### Strategy, Technology and Transformation

The Strategy, Technology and Transformation Directorate is focused on driving the delivery of our strategy, so that we can become a more agile, focused and membership-led organisation with technology at its heart. We're here to enable colleagues to make the best use of technology, deliver projects which have the most impact on our members and support the day-to-day running of the business.

### The purpose of your role

As our **Membership Contact Agent**, you'll be the friendly voice for a variety of enquiries, handling inbound and outbound calls, managing emails, answering questions and resolving membership issues and requests. You'll also be confident in using customer relationship management systems to process enquiries and transactions.

Your main responsibilities	What you bring to the role
<p><b>Operational delivery</b></p> <ul style="list-style-type: none"> <li>• Handle a high-volume of inbound calls and emails.</li> <li>• Make outbound calls to follow up on customer enquiries or provide updates.</li> <li>• Manage and respond to emails from members.</li> <li>• Record or update customer information and interactions in our Microsoft Dynamics CRM system.</li> <li>• Provide appropriate advice and support to current or future members.</li> <li>• Resolve customer complaints or issues efficiently and escalate when necessary.</li> <li>• Be responsible for taking financial payments relating to membership.</li> <li>• Assist with other administrative tasks as necessary.</li> <li>• Contribute to continual improvement of membership processes within the team.</li> </ul> <p><b>Values and culture</b></p> <ul style="list-style-type: none"> <li>• Live our values in all that you do; celebrate it when colleagues live our values and raise it, respectfully, when they don't.</li> <li>• Engage in regular conversations with your manager about objectives, wellbeing and performance (data, impact and outcomes)</li> <li>• Take personal ownership of your career development, seeking support and guidance as needed.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience in a high-volume call centre or customer service environment (preferred).</li> <li>• Previous experience of using a customer relationship management system (CRM) both to manage enquiries and to update records, including managing financial transactions</li> </ul> <p><b>Skills and knowledge</b></p> <ul style="list-style-type: none"> <li>• Ability to work in a high-volume call centre environment.</li> <li>• Friendly, with excellent verbal communication and active listening skills.</li> <li>• Strong problem-solving abilities and attention to detail.</li> <li>• Ability to work in a fast-paced, target-driven environment.</li> <li>• Ability to work collaboratively and productively in a hybrid working model.</li> <li>• Ability to manage difficult or challenging conversations.</li> <li>• Able to learn new computer systems quickly and effectively.</li> <li>• Excellent numeracy skills.</li> </ul> <p><b>Values</b></p> <ul style="list-style-type: none"> <li>• An enthusiasm to live and model the RCOT values across all areas of work.</li> <li>• A demonstrable passion for embedding environmental sustainability principles across all areas of work.</li> <li>• A demonstrable passion for equity, diversity and belonging principles across all areas of work</li> </ul>

### A bit more about the role:

- **You'll report to** the Business Support Manager
- **Your contract** will for 12 months
- **You'll work** 35 hours per week
- **You'll be based at** London Bridge headquarters (Hybrid working)
- **You'll be paid** circa £28,500k per annum

### Your main relationship will be with:

- Senior Membership and Business Support Manager
- Membership Administrators
- CRM Lead
- Business Support team

### What we will offer you

- **25 days paid holiday** for the duration of your contract
- **Christmas closure** – we're closed over the Christmas period. Additional time will be given to all employees to cover any working days during this period.
- **Pension scheme** – RCOT operates a contributory pension scheme, you are eligible to join this scheme

from your date of commencement. Contributions are made on a salary exchange basis and are 6% of gross salary from the employee and 9% from the employer.

- **Life cover** – four times annual salary.
- Free eyesight testing.
- Free **Employee Assistance Programme**.
- **Flexibility** through a hybrid working model which offers a blend of home and office-based working.

## Equity, Diversity & Belonging

As a membership organisation, a professional body, and an employer, RCOT is committed to leading innovative change to promote equity and social justice and build a sense of belonging for all our staff, members, and the populations we serve. Our ambition is to have a diverse workforce that is representative of the communities we serve. We don't only embrace diversity, we celebrate it, nurture it and support our staff in realising their true potential. We are passionate about creating an environment free from discrimination and harassment where people can be their authentic self and recognise that each of us is unique. Therefore, our definition of diversity goes beyond those defined in equality legislation and we will afford the same standards and principles to those with lived experiences.

We welcome applicants from all backgrounds and are keen to see applications from people with lived experience of disability or long-term health conditions, from minoritised ethnic and LGBTQI+ communities.