

Customer Service Advisers – Insurance

Location: Northampton
Hours: 37.5 Hours per Week

What is the role?

This is an excellent opportunity for you to be part of a team of consultants who will handle incoming calls from our policyholders, assisting them with the day-to-day insurance enquiries and providing friendly and informative advice. Putting the customer first and delivering best in class customer service, whether it's making a change to their policy, a general question or query or just wanting to renew for another year, you will ensure that every customer receives the highest level of customer service. You will assist customers across all our products such as Home, Boat, Holiday Home, and Car Insurance. You will manage our customer diary and undertake key daily administrative tasks and act as the first line for customer enquiries.

Who are we?

Assist Insurance Services is one of the UK's leading providers of leisure insurance products for caravans, boats, holiday homes, park homes and lodges. In 2022, we were recognised by the insurance industry and announced as winners of two prestigious awards in one night, the 'Personal Lines Broker of the Year Award' and the 'Customer Care Award', which we are extremely proud of. Following this, we returned to the British Insurance Awards last year winning the 2024 Customer experience Award, and was shortlisted this year for the Personal Lines Broker of the Year Award. In addition to this in January this year we received a 2025 Feefo Platinum Trusted Customer Service Award for the fifth consecutive year, in recognition of the excellent service we provide to our clients. We take pride that our clients will receive an exceptional service every time they contact us and have the confidence they are in safe hands.

About you

You will be confident, positive and have an outgoing personality. You will ideally have experience of working in a Customer Service environment, however you will be provided full training on our products and systems, so whilst previous insurance experience would be beneficial it is not a requirement, and we welcome applicants from all industries and backgrounds. You will need to demonstrate a willingness to learn, and an enthusiastic and out-going personality is essential. Many of our clients may well be elderly or vulnerable, so patience and empathy is a must. You will have a passion for delivering great service and will thrive on ensuring every customer receives the care and service they deserve. You will have great attention to detail and will always demonstrate a positive and empathetic approach.

Key Skills

- Confidence to learn and develop through continuous classroom and on-job training.
- Excellent communication skills
- A flexible and proactive approach
- The ability to work within a friendly team to achieve goals and objectives
- Good numeracy and literacy along with good keyboard skills.
- The highest standard of integrity, honesty, and quality of work.
- Customer focussed and an empathetic nature
- A 'Can do' attitude.

The Package

- Base Salary starting at £23,809.50 (dependent on experience)
- Quarterly bonus scheme with an OTE increase of approx. 10% of salary
- 25 Days Holiday (Plus Bank Holidays) rising to 30 days based on service.
- An additional day off for your birthday too!
- Career and professional development.
- Our contracts are offered on a full-time permanent basis, working 37.5 hours per week across the opening hours of our business:
 - Monday - Friday 9am – 5.30pm
 - Saturday 9am - 1pm (Saturday's you will be required to work 1 Saturday in 4).