



Customer Support Officer

Salary £27,200 per annum

Plus £7.5% company pension contribution

A travel allowance which has a maximum value of £2,500 per annum

The option to split your working week between working from home and in the London office

Discretionary Bonus

We have an opportunity for a Customer Support Officer to join our Customer Support team, which prides itself in giving excellent customer service.

You will play a key role in answering incoming queries and requests, and this role is suitable for someone with Customer Service experience who enjoys a customer-facing role.

Role Overview:

- dealing with enquiries and requests from customer, members and internal staff, by telephone and email
- processing orders and application forms
- updating records to ensure the data we hold is accurate
- after training there will be the opportunity to manage some key clients
- working 9.30am – 5.30pm Monday to Friday (and may occasionally on a rota be asked to work 8.30am to 4.30pm)

Skills & Qualifications:

- A minimum of GCSE grades A-C / 5-9 in English and Maths
- Good IT computer skills – Word and Excel
- Excellent planning and organising skills
- Excellent attention to detail, accuracy in your work and able to work to deadlines
- Strong verbal and written communication skills, and a team player
- Customer service experience
- Experience of working in administration in an office environment (preferable, not essential)

We offer a competitive remuneration package, which includes:

- 7½% company pension contribution into a personal pension, in addition to your own contribution of 1½% via salary exchange
- Life insurance and income protection insurance
- A Wellness Allowance of up to £30 a month
- 25 days annual leave and additionally the Institute closes for three days between Christmas and New Year.
- A travel allowance which has a maximum value of £2,500 per annum
- The option to split your working week between working from home and in the London office
- After one year's service, private medical insurance cover, and annual travel insurance cover

We value the contribution that employees with different views and experience bring to the Institute and are committed to promoting equality, inclusion and diversity. We hope to receive applications from a wide range of talented people irrespective of their race, religion or belief, gender, age, gender identity, neurodiversity, disability, sexual orientation, ethnic origin, political belief, social class, relationship status or caring responsibilities.

The Chartered Institute for Securities & Investment is the leading professional body for securities, investment, wealth and financial planning professionals. Formed in 1992 by London Stock Exchange practitioners, we have a global community, which aims to promote high standards of competence and integrity to more than 40,000 members in 116 countries. We are also the main examining body for the sector, offering our internationally recognised exams globally.

Its purpose is "To champion lifelong learning and integrity, raising individual standards of knowledge, skills and behaviour globally to enhance public trust and confidence in financial services."

For more information on the CISI, please see our website at www.cisi.org