

Role Title – Member Resolution Assistant

Location – Head Office, Nottingham

We have an exciting role for a Member Resolution Assistant to join our Member Services team. This role supports the Society's complaints process and you will join a close-knit, quality focussed friendly team which is led by a supportive manager.

You will work with the wider Member Services teams providing administrative support, such as: logging complaints which have been fielded through our network of 67 Building Society and Estate Agency branches, Contact Centre and Marketing department, answering phone calls and dealing with post.

In a nutshell, this role is fast-paced and varied and you will enjoy a high degree of business exposure as you will work with all areas of the business. This is a superb opportunity to develop your career within a top 10 Building Society.

The Nottingham, who are we? We are *Accountable, Relevant, Respectful, Open, we Work Together* and we *Support our Communities*, these values form the foundations of our *Doing the Right Thing* culture.

Your contribution:

- To provide administrative duties across the Complaints/Technical Services team for daily activities.
- Provide business information to other first and second line service teams on aspects relating to complaints
- Deal with telephone and email enquiries from internal and external customers
- Work flexibly within a cross functional team to ensure smooth delivery, communication and administration
- Contribute to the continuous improvement of service, systems, procedure and policy to ensure they reflect the Society's core values, risk appetite and meet business requirements

Your expertise:

- Excellent customer service skills
- Good communication skills, both written and verbal
- Ability to stay calm under pressure and prioritise workloads
- Excellent attention to detail
- Financial Services experience is desirable

Please note that if your application is successful with The Nottingham you will be required to undergo background checks. All offers of employment are conditional on receipt of 3 years references and a satisfactory Financial and criminal records check.

Please read our job applicant privacy notice [here](#) to find out more information on the data we hold and collect from you, including what we do with that data, who we share your data with and your rights under Data Protection Regulations.