



## job description: **employee support advisor**

### summary

Reporting to:	employee support manager
Location:	hybrid – office/homebased
Hours:	37hrs, working 5 days across a 7 day period, operating 6am to 9pm opening hours
Salary range:	£18,000 to £21,000
Holiday:	23 days leave + Public Holidays
Benefits:	<b>giant</b> advantage/salary sacrifice schemes/role related certified in-house accredited training & paid studies
Probation period:	3 months

### **giant** mission

Using 30 years of specialist knowledge we help organisations more effectively manage their workforce and with our people at the heart of what we do, we engage internally and externally with honesty and empathy.

### about **giant**

For 30 years **giant** have provided specialist, end to end workforce management software and support services to recruitment agencies and corporate companies, internationally.

We invest heavily in our end-to-end cloud-based software and services which range from candidate sourcing, vendor management, onboarding, and candidate screening through to timesheet management, billing, payroll, employment solutions and legislative risk management; whilst at our specialist division, **giant** finance+, we provide tailored funding, software, and support services for start-up to medium sized recruitment agencies.

Our commitment to quality and compliance protects our clients from risk and our rigorous international Quality Management Standard ISO 9001 and Security Standard ISO 27001 ensures that their data is GDPR secure. We are also green! We're passionate about our planet so we have the ISO 14001 Environmental Management Standard which focuses on reducing waste and increasing recycling!

To understand more about **giant** and our services please browse our websites at:

- [www.giantpay.co.uk](http://www.giantpay.co.uk) for workers
- [www.giantgroup.com](http://www.giantgroup.com) for recruitment agencies
- [www.giantprecision.com](http://www.giantprecision.com) for corporates

### the role

As the Employee Support Advisor you will be answering online written and live chat queries from our field employees (contractors) and agency clients to successfully answer queries and handle any complaints all the while maintaining and providing a high-level of customer satisfaction at the core of every decision and behaviour.

**Your ultimate objective is to** provide exemplary support to our field employees and agency clients by assisting them with step-by-step guidance of the portals, advice, and information on their pay.

1. Key responsibilities of the role include but are not limited to, answering large volumes of messages and live chats whilst providing exemplary customer service to field employees and agency clients within agreed Service Level Agreements (SLA)
2. Maintaining and developing knowledge on **giant** procedures, policies, and processes and maintaining excellent relationships with field employees, agency clients and both internal and external stakeholders
3. Understanding our customer's needs by resolving and escalating queries in a timely manner to ensure that complaints are resolved at the first attempt
4. Resolving product or service concerns by identifying the cause; selecting and explaining best solution; expediting corrections or adjustment and following up through to its resolution.
5. Maintain a follow up service on completed customer queries to ensure continuous customer satisfaction
6. Achieve high survey scores which look to secure "Yes I would recommend **giant** " answers from clients

### experience/competencies

Ideally you would be educated to degree level or at a minimum have 1 years' experience within a customer service role delivering against service level agreements. Excellent professional and friendly attitude and be able to quickly develop a rapport with customers over live chat to deliver a customer 1st service.

You have great enthusiasm and attitude for the role, a high level of resilience and strong written and verbal communication and emotional intelligence.

Proficient in Microsoft office Knowledge  
or experience of live chat

Understanding and striving to achieve the **giant** people values is essential.



#### career path

Your career path at giant will be consistent with how well you are carrying out your current role including reference to whether you have met or exceeded your objectives and importantly how you demonstrate the **giant** people values.

Understanding your aspirations ultimately helps us to guide your individual career path whether it is in your current role or in a different role that your skills and knowledge can be developed.

In this role there are a number of career path routes you can take. For example, you can become a senior, supervisor, manager, operations manager or alternatively you can work in customer services exclusively for any of our sister companies in precision 1<sup>st</sup> line support, screening, or financing.

#### training

We provide in-house certified training as well as role relevant accredited training to enable you to do the role efficiently.

#### giant people values

At **giant** we have people values that we always aspire to. They are the cornerstone of our culture:

##### **personal growth: we strive to understand ourselves.**

- we are self-aware and in control of our insecurities, moods and emotions and their effect on others,
- we control our reactions and think before speaking,
- we empathize and understand other's emotions and their views and try to treat people according to *their* emotional reactions
- we are good at building rapport and relationships with others often by finding a common ground
- we take ownership of tasks/projects,
- whilst freely admitting our mistakes, and
- we stretch ourselves to grow (being nervous shows you are being stretched!)

##### **clear communication**

- we listen well, encourage others to speak and
- we communicate internally and externally in a straight-forward honest manner leaving nothing unsaid - we say the good & the bad!
- whilst always being fair, respectful, and emotionally intelligent.

##### **working as a team**

- we achieve goals together as a team,
- with humility not ego,
- where everyone is equal and feels safe to challenge others and have their views heard
- always with a sense of humour!

At giant we believe that working for and with people who have emotional intelligence increases job happiness (satisfaction and motivation) exponentially. By following these values, we can be the best at what we do, provide greater job satisfaction for those around us and we can all grow to be the best version of ourselves!

#### giant appraisal

To help you progress in your career you will be set clear objectives and you will be expected to constantly give and receive feedback. Every three or six months (monthly in your first three months) you will have a straightforward review meeting discussing your achievements, the progress of your objectives, examples of how you have demonstrated the **giant** people values, together with any other relevant discussion points including of course any feedback (good and not so good!) on your line manager.