

## Being a Customer Services Adviser (CSA)

We support customers who contact the Solicitors Regulation Authority. We pride ourselves on the excellent and award-winning customer service we deliver to all customers. This has been recognised by the Institute of Customer Service through the awarding of an accreditation.



There are three main subject areas that we advise on in the Contact Centre. Each day we could be supporting customers by telephone, or through email and letters.

Consumers of legal services	Prospective solicitors	Law professionals
Providing guidance when they have concerns about a solicitor or law firm	Providing guidance on the different routes to qualifying as a solicitor	Practical support with applications and the customer portal
Checking an individual or law firms record with us	Practical support with applications and the customer portal	Providing guidance on a variety of processes such as setting up/closing a law firm and Anti-money laundering
Helping a customer locate files from a closed firm	Providing guidance on the Solicitors Qualifying Examination (SQE)	

### Starting as a Customer Services Adviser Level 1

We all start our journey as a Customer Services Adviser Level 1 (CSA). We are trained on one subject area first. The training we receive is very thorough and comprises of classroom training initially. We then spend time in a dedicated, and safe space for us to put our training into practice – ‘training bay’. We are assigned a mentor, who supports us and shares their knowledge and experience of the subject we have been trained on. We will continue to work with our mentors until we are competent in the area for both telephone calls and emails.

Once we have become competent in our first subject area, we are then trained on another. It takes, on average, between 9 and 12 months to be fully trained and competent. This provides us with a lot of variety, as we answer a wide range of queries each day, interacting with different customers. The team is very supportive, and each day there is always someone on hand to help us deal with queries we are unsure of.

There is a great culture of celebrating success and recognising our progress. The focus of our work is on quality and providing a great service to our customers.

### Developing as a Customer Services Adviser Level 2

Once we have completed all of our training, we progress to a CSA Level 2 adviser. This is celebrated by the whole team as a real achievement.

The best parts about becoming a CSA Level 2 are the additional responsibilities that come with it. For example, CSA Level 2 advisers become mentors for new Level 1 advisers to help support them with their learning. This enables us to develop a variety of skills and gives us a real sense of achievement when we support a colleague from their training, through to being competent on that subject area.

We also get involved in projects. Working with our managers to collaboratively look at how we can improve the service we provide to our customers. Progressing to level 2, also comes with an increase in salary, in recognition of the increased knowledge, skills, experience and responsibilities we have.

We have a big team culture of staff progression and nearly all the Contact Centre Managers and Senior Customer Service Advisers have started off as CSA Level 1 advisers which is very inspirational to us. This also means that our managers understand the role we are doing, as they have all done the role themselves too.

**Here is what some of our Customer Services Advisers had to say about their roles...**



- Great career opportunities to progress within the Contact Centre
- Everyone is polite, friendly, and always willing to help
- There is lots of training and support provided, we even have a dedicated training team in the Contact Centre
- We have opportunities to progress and develop with a wide range of training courses available to help us in our personal and professional development
- We have many projects that we get involved in. It is brilliant to be able to work with different departments and improve how we provide our services to our customers
- We are recognised and rewarded for doing well in our jobs
- Great team culture and a commitment to excellence for our customers
- Very professional environment
- Realistic and achievable targets focused on delivering excellent customer service
- End of year benefits programme. We get to choose a variety of benefits from health insurance, dental care, buying or selling more holidays and so much more!
- Supportive and inclusive work environment in the office and at home

### **What support is provided to you?**

- ✓ Full training on the subject area you are working on (you are trained on one subject area at a time)
- ✓ Senior Advisers on hand every day to help with questions you might need support with
- ✓ Team Leader contact time is valued, and the managers really want to support you
- ✓ Weekly/monthly feedback meetings with a strong emphasis on continuous improvement
- ✓ Support from colleagues and other team members with a strong focus on wellbeing
- ✓ Support from a mentor (Customer Services Adviser Level 2)
- ✓ Online comprehensive resources to help you answer queries
- ✓ Clear objectives based on customer service excellence

### **Expectations of team members**

- Passion for customer service
- Demonstrate our company values (fair, inclusive, professional, progressive, and independent)
- A hard working and can-do approach
- Responsive to feedback and willingness for continuous improvement