

Part Time Permanent Employment Opportunities -Farnborough

Job title: Member Services Assistant – Finance/Technology	Employment type: (part time) Part Time
Closing date for applications: Ongoing Recruitment	Provider name: goHenry Ltd

Are you looking for a permanent part time role in a lively, busy environment? Perhaps goHenry is for you!

goHenry Ltd is an online provider of a digital pocket money service for parents with children. We enable more than 100,000 families to handle their pocket money online via our website www.gohenry.co.uk and mobile app. Parents can make automated weekly pocket money payments, set tasks for their children, savings targets and invite relatives to be part of the child’s financial education. The children are able to earn, save and spend within the limits set by the parent on the account.

goHenry Member Services are available 8am – 8pm 7 days per week and we are ideally looking for enthusiastic candidates to work as part of our Member Services team.

Hours to suit, shifts available as below:-
Flexible evening hours Monday - Friday 4pm – 8pm
Saturday 8am – 2pm or 2pm -8pm
Sunday 8am – 2pm or 2pm – 8pm

Based in our brand new offices in central Farnborough, and close to Farnborough Main Station this is a great opportunity for the right candidates.

Job description: Joining goHenry at a vital stage in their growth, this is an exciting opportunity to help build an excellent Member Services Team and continue our goal of providing the very best in service to our members. Your role will primarily be to provide a consistent, friendly, knowledgeable customer service experience to both the parents and children holding goHenry accounts.

Duties & Responsibilities to include, but not limited to:-

- Using goHenry systems to answer email, phone & Live Chat queries
- Prompt attention to queries and comments made via social media
- Answering general technical queries about the goHenry website and mobile app
- Answering queries regarding customer statements and financial activity
- Providing a friendly, helpful advice to both parent and child account holders
- Administrative tasks
- Support Member Services Management
- Customer call backs
- Live Chat
- Responding to Social Media contacts in Facebook & Twitter

Qualifications/Skills required:

- Happy to work in a team environment
- Ability to work independently
- Ability to be flexible in a role
- Excellent organisational skills
- Excellent phone manner essential
- Good technical skills –
- Working knowledge of Excel & Word.

Salary - £15,000 - £16,000 per annum (pro rata for part time hours)

Shifts currently available:- Part time shifts	Contract length: (if temporary) N/A
Please submit your CV to:-	ruth.vero@gohenry.co.uk
Any queries you may have regarding employment with goHenry please email:-	ruth.vero@gohenry.co.uk
DIRECT APPLICATIONS ONLY – NO AGENCIES PLEASE	