

# Home Insurance Customer Service



<b>Salary:</b>	£28,000 to £30,000 DOE + annual company bonus + benefits
<b>Location:</b>	Ringwood, Hampshire
<b>Closing Date:</b>	1st February 2026
<b>Working Patterns:</b>	Full time Mon - Fri

**This vacancy is a full-time permanent vacancy with hybrid working available after satisfactory training period.**

*As a professional business in a regulated environment, we take the safeguarding of our customers and colleagues seriously. Therefore, any job offer is conditional upon satisfying requirements of preemployment screening. This includes Identity, Eligibility to work in the UK, Criminal records and adverse financial history checks.*

## About Intelligent Insurance

Intelligent Insurance provides specialist non-standard home Insurance to customers who typically have very complex home insurance requirements and have difficulty obtaining competitive cover elsewhere. Now one of the largest brokers in the non-standard market, the company has gone from strength to strength with a strong online presence building an enviable reputation for our quality of service.

## The Role

This role is responsible for delivering exceptional customer service across multiple platforms, including tickets, calls, and chats to meet SLAs, while adhering to compliance, quality standards, and data protection protocols, ensuring queries are handled promptly and professionally to maintain high satisfaction ratings. The position requires strong communication and interpersonal skills to build lasting client relationships, alongside confident decision-making to provide clarity and resolve issues effectively.

This is a great time to join the team as we are a growing business with exciting plans for the future.

## Key Responsibilities

- Emphasise teamwork, punctuality, flexibility, and accuracy in data entry.
- Commit to understanding online processes to support customers efficiently.
- Maintain competence through ongoing training.
- Meet scripting requirements to uphold business expectations.
- Ensure operational excellence in all tasks.

## **About you**

- A minimum of 2 years insurance experience, home insurance would be an advantage.
- Strong customer service skills with the ability to convert an opportunity and provide a suitable product to the customer
- Highly organised and multi skilled
- Goal driven
- Team player with good clear verbal communication
- Motivated