

Lynwood Court, Lynwood Village  
Rise Road, Ascot, Berkshire SL5 0FG

Telephone 01344 298 100  
Helpline 08081 311 333

[www.ben.org.uk](http://www.ben.org.uk)



## Helpline Advisor

Based at Head Office, Sunninghill, Ascot.  
35 hours per week on a shift pattern covering Monday – Friday 8am to 8pm

### The role

To be the 'first point of contact' for individuals in need, who work or have worked in the automotive industry, associated trades and their dependants. Ensuring that Support Service's workflows and processes in relation to the assessment, grading and referring of cases to Client Support Advisors are followed. When required provide relevant Information, Advice and Guidance to people accessing the Helpline, ensuring that the Ben Support Service practice model is adhered to.

### The person

If you are an effective communicator with a positive and objective outlook and a desire to make a difference to our beneficiaries lives, this is the role for you. You will be driven by a desire to help people, working in a holistic manner and confident in supporting people with complex problems and identifying the core issue. You will have extensive experience of working on an advice or customer services helpline.

You possess a natural ability to engage with people and gain their trust. You are a proactive multi-tasker with a 'can-do' attitude, already valued as an adaptable and supportive team player.

You will be comfortable learning new software and systems and be fully conversant with MS Office.

In return we offer you:

- Competitive pay
- Generous holiday allowance
- Contributory Pension Scheme – matched up to 3 %
- Free DBS check (subject to eligibility being met)
- Excellent training and development
- Referral scheme
- Childcare vouchers
- Free parking
- Subsidised Restaurant
- Discount on certain car brands

If this describes you, then please contact us at [careers@ben.org.uk](mailto:careers@ben.org.uk) and enclose your latest CV and covering letter explaining why you are the ideal candidate for this role.

If you are ambitious and motivated and want to make a positive difference to people's lives, get in touch with us.

 /BenSupport4Auto  
 @BenSupport4Auto

Ben - Motor and Allied Trades Benevolent Fund.  
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