



ASSISTANCE

redefining / service

Our customers expect outstanding service

So we're calling on you

Healthcare Nurse and Midwife Registered Nurse Positions

Just knowing help is on hand if you need it is a great feeling – and that's where AXA Assistance comes into its own.

AXA Assistance UK provides support and assistance in areas as diverse as legal issues, travel and motoring. Our healthcare division is operational 24 hours a day, 365 days a year, taking calls and delivering a high-quality service. It's all about solving problems, building relationships and giving people a quality of care that inspires both confidence and trust. Is that something you can help us provide? Then it's time to bring your professional qualifications and skills to our team in Redhill.

Reporting to one of our Healthcare Managers, you will answer queries from customers and provide expert advice based on your professional experience and our agreed protocols. It's important that you are able to gather suitable information, which is research-based, factual and up to date.

You will need to be enthusiastic, self-motivated and possess excellent communication skills. You will have the ability to understand and use our IT programmes and applications, ensuring that customers receive a seamless service, which exceeds their expectations. It's also vital that you meet our standard response times; complete accurate case notes and prepare any relevant letters and factsheets to send out in the mail.

You'll be a registered healthcare nurse or Midwife Registered Nurse with at least two years' post-qualification experience, who also understands the pressures of a busy call centre environment. Shift work is required for these positions, so you'll need a flexible approach to your hours.

In return you can expect an excellent benefits package, which comprises pension, healthcare, free travel insurance, motor breakdown cover and other optional benefits.

Interested?

If you share our passion for treating customers fairly and would like to find out more, please visit our People pages on www.axa-assistance.co.uk. Alternatively please send your full CV with a covering letter to: recruitment@axa-assistance.co.uk or by post to: HR Department, AXA Assistance UK, 106-118 Station Road, Redhill, Surrey RH1 1PR.