

Apprenticeship (the qualification you'll get)

You'll complete a **Level 3 Senior Financial Services Customer** apprenticeship.

Job Description (the role you'll be doing)

- Deliver successful customer and business outcomes through investigating queries, supporting business processes, policies and procedures and understanding customer and business needs.
- Respond to queries from customers and stakeholders promptly and within agreed timescales
- Deliver successful customer and business outcomes by processing, authorising and investigating all transactions, and by accurately collecting the required information from customers and business
- Actively participate in initiatives to improve customer service, processes and procedures
- Review manual or ineffective processes which could be automated or enhanced, to enable the provision of a superior customer and business experience
- Building your banking experience by learning about Bank systems, processes and customer products as well as developing an appreciation of the Commercial banking market
- Speaking with our existing Commercial customers and or prospective customers and being focussed on building sustainable, long term relationships – always focussing on the customer experience and delivering positive customer outcomes
- Acting as a point of contact for customer queries, and escalating to others when required
- Helping to identify and manage risks, proactively managing problem loans, data quality and portfolio reporting
- Maintaining strong working relationships with key stakeholders
- Carrying out telephone meetings with our Commercial customers to include service reviews and helping to protect them through fraud/security reviews. You will also attend and take part in face to face customer meetings from time to time
- Collaborating with internal teams to provide the best experience possible
- Completing admin related tasks such as managing pipeline and arranging meetings

Coverage & Sector Content Apprentice in our Corporate/Financial Institution teams

- Support our specialists in building and maintaining business with their customers across Corporates and FI.
- Provide analytical capability to understand customer and sector requirements and deliver appropriate solutions to meet those requirements.
- Support specialists in all aspects of activity to present the bank as the leading partner to customers. You'll also develop key skills and knowledge in fundamental corporate finance and loan

markets, while developing trusted relationships with customers.

- Supporting your colleagues in all aspects of commercial strategy as well as in the growth of both internal and client stakeholder relationships
- Developing a good understanding of all aspects of strategy and core NatWest products offering