

Information about your future job



Job title: Customer Service Apprenticeship

Shift pattern: Monday to Sunday, 8am – 8pm, rotating shift patterns including weekends

Location: Edinburgh

Apprenticeship Programme: Level 6 Apprenticeship in Providing Financial Services

Your business area: NatWest Digital X – Fraud Prevention

Our purpose as a Fraud Prevention Centre of Expertise is to protect customers, make banking safer and disrupt criminals.

We drive efficient fraud and scams prevention journeys through transformation continuous improvement and simplification. Our specialist teams work tirelessly to prevent fraud and scams from occurring, developing new and innovative ways to deepen our capabilities and prevent and fight the threat of fraud and scams.

Through considered intervention, targeted customer education and the latest technologies, in the Fraud Prevention CoE we aim to provide best-in-class customer journeys that go further than anyone else in keeping our customers safe and **secure**.

The job you'll be doing – Customer Service Apprenticeship

You'll deliver successful customer and business outcomes by investigating fraud for our customers via the telephone. Using high-risk identification strategies to detect fraudsters and protect genuine customers from becoming victims of financial crime, you'll help our customers remain safe when they bank with us.

- Delivering customer and business outcomes by processing, authorising and investigating all transactions do defined key performance indicators and service level agreements
- Accurately collecting information from customers and business
- Providing your subject matter expertise within Fraud Prevention team about emerging trends and our customer needs
- Using red flag indicators and high risk data from a range of systems to stop fraudsters and to shield our customers from financial crime
- Resolving complex fraud enquiries in line with agreed processes and procedures to provide fair customer outcomes

The skills you'll need

You'll need a real interest in helping customers using a range of investigative tools and excellent organisational skills. You'll perform well under pressure and have the ability to manage multiple tasks whilst maintaining accuracy and a good attention to detail.

Great interpersonal skills and the ability to build credibility and engage stakeholders on often sensitive issues

An understanding of how to speak to customers over the phone to help them during difficult times

An eye for detail to identify potential risks to our bank or customers

Top tips for success

It's good to know about the bank before your interview, for further information about the bank and the business area you've applied for follow the link to our [Early Career website](#) to help you.