

Information about your future job



Job title: Customer Service Apprenticeship

Shift pattern: Monday to Sunday, 8am – 8pm

Location: Greenock

Apprenticeship Programme: Providing Financial Services Level 6

Your business area:

Retail Banking – Customer Engagement & Distribution (CE&D), Mortgage Operations

Retail Banking serves around 17 million personal banking customers across the UK providing a comprehensive range of banking products and related financial services. Our ambition is to deliver a leading customer service that combines the best digital experience with 24/7 access to the best people.

In CE&D we work together as one team to help customers to meet their financial needs, support the local communities we operate in and deliver a relationship experience in a digital world.

The job you'll be doing – Customer Service Apprenticeship

In this role, you'll be applying your customer service expertise when dealing with and referring customer queries. You'll make a real difference to our new and existing mortgage customers, supporting them through the single biggest purchase of their lives, their home.

By listening to and engaging with our customers, you'll:

- Build great rapport over the phone providing a wow customer experience to every mortgage customer.
- Talk to third parties to support the smooth progression of our customers' mortgage applications.
- Improve processes and procedures to maximise customer satisfaction and efficiency.
- Maintain a detailed knowledge of the financial services product range.

The skills you'll need

You'll have good attention to detail to identify exactly what our customers need, as well as strong listening skills. You'll also need the determination to go the extra mile for our customers everyday, to provide a truly individual and personal service.

We're also looking for you to demonstrate:

- The ability to prioritise work, meet deadlines and achieve quality results while maintaining high levels of detail
- Good numerical and organisational skills
- Ability to work to regulatory requirements and data protection standards

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.