

# Information about your future job



**Job title:** Customer Service Apprenticeship

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

**Location:** Southend

**Apprenticeship Programme:** Financial Services Customer Adviser L2

**Your business area:** Retail Banking – Customer Engagement & Distribution (CE&D), Customer Contact

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. Whether it's carrying out day-to-day banking transactions like paying bills, or helping our customers identify products and services that are right for them; you'll be on the other end of the phone to take their calls. We'll count on you to let our customer know their options when banking with us so they can make informed choices.

You'll be helping our customers by:

- Making a positive impact on every customer call, efficiently and effectively having the right conversations to meet their needs
- Problem solving and building excellent relationships over the telephone, and providing a friendly, timely and professional service
- Building real connections with them and being dedicated to finding the rights solution to meet their needs
- Maintaining a detailed knowledge of financial products and services to help resolve customer queries

The skills you'll need

A dedication and passion for helping customers is key. You'll be a real people person, with excellent listening and communication skills. Crucially, we're looking for people with a passion for learning and high levels of determination, motivation and drive to succeed.

You'll also need,

- The determination to go the extra mile for our customers every day to provide that truly personal service
- The ability to achieve quality results while maintaining high levels of detail
- Strong keyboard skills and the ability to multitask, allowing you to navigate different systems and process information while talking to customers
- Good organisational skills and an enthusiasm to keep learning and developing new skills

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.