

Your apprentice job overview

Customer Service Apprentice



NatWest
Group





Job title:
**Customer
Service
Apprentice**



Hours per week:
35



Location:
Birmingham



Salary:
£25,020

Business areas:

Commercial Banking

With a team of 10,000+ colleagues across the UK, Europe, and India, Commercial Banking supports businesses of all sizes—from entrepreneurs to multinational corporations. We help clients manage daily operations, navigate challenges, and plan for the future. Holding the largest market share in the UK, we serve 1 in 4 businesses through NatWest, RBS, Ulster Bank, and specialist brands like Lombard and Mentor.

Retail Banking – Mortgages

Focused on customer needs and growth, our Retail Banking team at NatWest provides tailored mortgage solutions. Our specialist Relationship Managers, equipped with deep local knowledge, deliver innovative support across the UK in an evolving retail landscape.

The job you'll be doing: Customer Service Apprentice

- Provide proactive and responsive service to help customers meet their financial goals.
- Deliver outstanding customer service as the first point of contact.
- Educate customers on banking options and guide them in selecting the right services.
- Accurately complete processes while ensuring a seamless customer experience.
- Handle concerns and complaints efficiently.
- Support brokers with process and policy queries to improve customer outcomes.
- Take necessary actions to enhance customer satisfaction, identifying and addressing gaps.
- Build strong internal relationships and collaborate with stakeholders.

The skills you'll need:

We're looking for people with a passion for learning and high levels of determination, motivation, and drive to succeed.

You'll have strong communication, stakeholder management and interpersonal skills with the ability to build, maintain and enhance relationships at all levels.

You'll also need:

- The ability to maintain a strong customer focus.
- An innovative and creative mindset
- Good problem-solving skills and a proactive and inquisitive mindset, with the ability to challenge and offer solutions
- An analytical, numerate, and logical skillset with the ability to adapt well to change
- Good planning and organisational skills with the ability to prioritise and manage your time effectively

Email: natwestearlycareerrecruitmentteam@natwest.com

The Apprenticeship Programme: Senior Financial Services Customer Adviser Level 3

Programme duration: Up to 19 months

Qualification: Senior Financial Services Customer Adviser Level 3

Apprenticeship Provider: [BPP](#)

Time will be allocated during the apprenticeship for you to learn



Reward & Benefits

You know what you want better than we do. We've designed our reward package with that in mind. On top of your salary, you'll get retirement funding and, depending on your job, benefit funding too.

Find out more about benefits at NatWest [here](#)



How we'll support you:

From day one, you'll have support from the Early Talent team, a buddy, your line manager, as well as a Learning Coach from your training provider, we've all got your back.



The Interview Guide

As part of your preparation for the interview, please review the interview guide to ensure you're set up for success.

You can find this [here](#)



This document is designed to give you a summary of the job and support you in your preparation for the face-to-face interview