

Your apprentice job overview

Customer Service Apprentice



NatWest
Group



**Business area:
Commercial & Institutional –
Customer Goals & Journeys (CG&J)**



Job title:
**Customer
Service
Apprentice**



Hours per week:
35



Location:
Manchester



Salary:
£25,020

**The job you'll be doing:
Customer Service
Apprentice**

Our Commercial Banking franchise is made up of approximately 10K colleagues, across the UK, Europe, and India. Together we're responsible for supporting business customers from entrepreneurs and small businesses all the way through to large corporate organisations and multi-nationals. We help them manage their day-to-day business activity, support them through good and challenging times, and work with to help them plan for the future.

We have the biggest market share of business customers in the UK - supporting around 1 in 4 - and work across three main customer-facing brands, NatWest, Royal Bank of Scotland, and Ulster Bank, alongside a number of specialist brands, such as Lombard and Mentor.

Customer Goals & Journeys (CG&J) supports customers within the ring-fenced parts of the Commercial & Institutional (C&I) franchise.

- Deliver successful customer outcomes by investigating queries and supporting business processes, policies, and procedures.
- Respond promptly to customer and stakeholder queries within agreed timelines.
- Process, authorize, and investigate transactions to meet performance and service level agreements.
- Provide proactive service to help customers meet their financial goals and needs.
- Educate customers on banking options, ensuring they choose the right services.
- Review and improve processes, identifying areas for automation to enhance customer experience.
- Take necessary actions to ensure positive outcomes, regularly reviewing and

**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