

Apprenticeship Overview - Providing Financial Services

Hours per week: 35	Programme Duration: 25 months
Location: Edinburgh	Qualification: Providing Financial Services L6
Salary: £25,020	Apprenticeship Provider: BPP

The Job

- Speaking with our existing Commercial customers and our prospective customers focusing on building sustainable, long-term relationships
- Carrying out telephone meetings with our Commercial customers including service reviews and helping to protect them through fraud/security reviews
- You'll also attend and take part in face-to-face customer meetings from time to time
- Supporting with diary planning and booking appointments for our Relationship Managers
- Providing Relationship Managers with well researched briefs and information for their customer meetings
- Contributing to risk management to ensure we always work within the Bank's requirements
- Learning and understanding how to follow a lending request from beginning to end
- Building your knowledge of Bank systems, processes and customer products and the market

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

The Business Area: Commercial & Insitutional

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

