

Apprenticeship Overview - Senior Financial Customer Service Advisor

Hours per week: 35	Programme Duration: 18 months
Location: London	Qualification: SFCSA L6
Salary: £27,990	Apprenticeship Provider: BPP

The Job

- Build and maintain long-term relationships with existing and prospective commercial customers.
- Conduct telephone and face-to-face meetings, focusing on service reviews, fraud/security checks, and customer support.
- Provide support with diary planning, appointment bookings, and well-researched briefs for meetings.
- Work closely with sales teams to understand customer needs and deliver tailored solutions.
- Assist with customer research, tenders, pricing submissions, and data-led origination.
- Contribute to risk management by ensuring compliance with Bank requirements and managing risks effectively.
- Learn to follow lending requests from start to finish, while gaining knowledge of bank systems, processes, products, and the market.
- Collaborate to drive sustainable growth and deliver positive customer outcomes.

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:

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

